

## Follow-up Submission Summary for Marine Corps Base Hawaii

[Download Excel](#)

[Print this page](#)

Date range of submissions : 01 Jan 15 - 07 Oct 19

(Calculations based on business days)

- Only DISSATISFIED submissions are included in this report

32 submissions

Show full comments: ☐ Off ☒ On

<a href="#">Submission Date</a> ▾	Service Provider	<a href="#">Followup Requested</a>	<a href="#">Customer Satisfied</a>	<a href="#">Followup Date</a>	
12 Feb 15 05:52 PM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	Yes	No	18 Feb 15	<a href="#">Followup Details</a>

**Comment:** We are a dual-active duty family and depend on safe quality care for our children. Our 1 y/o son was enrolled into the CDC on (b) (6) 2015. On Friday, Jan 23, Tuesday Jan 27 and again on Feb 3 our son was bitten by a 'friend'. At that point (Feb 3) my husband talked to the Director to express our frustration about the biting, which he was told it wasn't the same 'friend' and that they are having issues within the room. He requested that our son be evaluated for movement up the next age group (his (b) (6)). On Wednesday, Feb 4 our son was bit for the 4th time in just over a two week time period - but only 12 days of care. He talked with the classroom caregivers and they expressed how sorry they were and that he doesn't retaliate; they had 'additional' staff to come in to try and control the biting issue. This week the only day he was in the CDC for a 'full day' was Wednesday Feb 11; and he was bitten for the 5th time. Our son has been bitten 5 times in 17 days of care, to which he hasn't been present for all 17 days of care. As you can imagine we are not satisfied at all with this service. Yesterday, Wednesday 11 Feb - my husband talked with the individual that does "assessments" on children to see if they are ready to be moved up to the next classroom and she had not assessed our son, as previously requested a week earlier. It was explained to them that we would need an answer between 8-9 today, 12 Feb, when our son was going to be dropped off what a new course of action was going to be. Our two feasible options were: move our son up to the next level OR move him to a new classroom. Our son is not a chew toy for other children's frustration and retaliation. Yes children bite, we have 2 older sons and have dealt with the struggles of children's bad habits. Our son was in care at our previous duty station and he was never bit 5 times. Yes, the first time would have been an accident and maybe the second time because it was a different "friend" - but not 5 times. That is out of control. The well-being, health and safety of our child is at risk every day we drop him off. I would propose the following 'disciplinary' action to the families of the biters... inform them of the first offense & let them know that their child will have to go home for a day if they bite a second time and if the trend continues to a third time let the parents know that child is

suspended from care for 2 weeks. I can almost guarantee that any parent that is required to take time off of work and pay to hold their daycare spots for the child biting other children would be pretty motivated to help their child break the unsafe habit. But instead, we are told that a move up or to another class couldn't happen right away. We cannot stomach the thought of sending our youngest son back to the CDC to anticipate another phone call that he has been bit, again. Our family has gone through some pretty big changes recently and a place that is supposed to promote growth, development, and safety has become the worst place to take our son. This past week our 1 y/o child has verbally communicated that he didn't want to go to 'school' as we call it or play with his 'friends'. He has physically refused to walk in and tried to pull in the other direction to leave the building. "Friends" do not bite - other friends. Our child has not retaliated and it is not fair that the family with the good child that does not endanger others has to remove the child from care since the policies, staff and facility are unable to provide a safe environment for children to be cared for.

**Customer Name:** (b) (6)

(b) (6)

**Customer Phone:** (b) (6)

**Follow-Up Notes :** (b) (6), I received your comment card, and although I am happy to hear that the Director shared the various strategies the site has utilized to deter biting, I can only apologize that your son had to be on the receiving end. In reading your comments, I know that you are aware that the Director, Behavior Specialist, and Direct Care staff utilized multiple strategies to reduce/prevent biting. Your recommendation to remove the child that bites from care is normally done when we are faced with a child that tends to bite on a reoccurring basis. However, when there is an occasional biter, we work to assist the child in utilizing more acceptable modes of communications. At this time, I understand that you have disenrolled your child from the Program to remove him from the situation; however, because your son's care and overall safety is important to us, I would like to offer you the next available Toddler space that opens at Laulima CDC. If this is something that you would like to do, or would like to discuss in further detail, please contact the Director to confirm. R/ (b) (6) Administrator, Children, Youth & Teen Programs

**Follow-Up Manager:** (b) (6)

**Date Follow-Up Entered:** 18 Feb 15

**Latest Follow-up Action:** Contacted Customer

**Date of last Follow-Up Action:** 18 Feb 15

29 Jul 15 04:38 PM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	No	No	30 Jul 15	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** The new policy regarding a maximum of 50 hours a week care is absolutely ludicrous! Childcare costs are already astronomically high, and now we are getting

charged even MORE money each week because both parents work over 50 hours a week as military members. This decision and the behavior of your staff is unsat! Your management has handled this situation poorly; continuing to relentlessly charge parents huge fees for any hours beyond 50, even if the children stay only a few minutes over 50 hours. Your hours of operation (0600-1800) are suitable to fit a military member's schedule, as most military members work 10-12 hours a day. In the past, we could always count on the CDC to provide adequate to average- quality care at a very convenient location and affordable price, yet now we don't even have that. My working hours are from 0600-1700, which is 11 hours. I have duty on top of that once a month which extends my working hours until 1800. I have PT twice a week that is mandatory, which can send my working hours to close to 12. My spouse also works 10+ hour days. I have never worried about my child in the past, because I could always count on the CDC to care for my child during my working hours for an only somewhat outrageous price. As most military families we operate on a very strict budget due to the paltry military wages. Yet now, my family is being charged even more money every month because my military-dictated working hours are over 10 and thus I require CDC services over 10 hours a day. Nobody wants to leave their child in daycare, especially not for long hours. However, due to the fact I have volunteered to serve my country, preserve democracy, and maintain America's blanket of freedom, now my family is punished by having to pay so much more for child care. Childcare should be a free service for military members as part of our benefits package, yet you have the audacity to not only charge us an arm and a leg for childcare, now we have to pay even more due to our mandatory working hours. I cannot change my working hours, and my supervisor will not give me special or reduced working hours just because I am a parent. If the Marine Corps and Navy wants to penalize parents by charging us more for daycare, then the Marine Corps and Navy needs to cap the working hours of parents to 9, to align with this new policy. Also, if the Marine Corps wants to charge us an extra for childcare every month due to the 50 hour a week policy, then dependent BAH/BAS needs to be raised the appropriate amount per month effective immediately. My family and I live paycheck to paycheck as military member salaries are so low to begin with, and having to pay more due to my job's required working hours is cutting in our grocery budget, so this extra charge is literally taking food out of my child's mouth. Since our family cannot afford the 10-hour maximum penalty some weeks, I have had to be late to work and leave early every single day. As a result, my leadership has noticed a drop in my productivity, morale, and inability to accomplish the things I need to do to be successful at work, all because the CDC wants to gouge us financially for working hard. Thus, my yearly evaluation will be worse than my co-workers who are able to work late, volunteer, etc. If my yearly evaluation is worse, I could very well not get promoted, meaning my family will have less money than we could have and I potentially could lose my job. If we don't promote within a few tries, we lose our jobs. So this decision to charge my family extra money every month for the extra hours my job requires me to work means that I am highly likely to lose my job! The CDC could very well get my fired! Thanks a lot! This shows a total lack of disrespect and insensitivity for military families. MCCA claims to be "strongly committed to providing affordable quality childcare....." Yet this decision is not affordable, does not help families, does not support military parents and children, and puts parents in a severe financial hardship. It is not like we can help the fact our

working hours are what they are! The Marine Corps and Navy doesn't care that we are parents, they mandate we be at work for the hours they require, so we shouldn't be charged more for having to leave our children at daycare more than 10 hours a day due to our mandated working hours, and essentially doing our jobs. PLEASE CHANGE THIS POLICY EFFECTIVE IMMEDIATELY!!!!

**Follow-Up Notes :** To Whom It May Concern: I have read your comment card concerning the premium fee and its impact on military families, specifically your family. On the whole, the Child, and Youth Program operates under the guidance of HQMC, and must adhere to MCO 1710.30 E and DoDI 6060.2, which align with the Military Child Care Act, in addition to our local chain of command. All fees are established at the HQMC level and above, to include the decision to charge families the premium fee for usage beyond 50 hours. In regards to why BAH is utilized to determine total family income, MCO 1710.30E (and the DoDI 6060.2) states, "Each CYP shall annually verify the total family income (TFI) and adjust individual fees accordingly. Installations shall use the Basic Area Housing (BAH) Type II chart provided annually by ASD (FM&P) to determine total family income." When the CDC staff is calculating BAH as a part of the TFI, they are adhering to the above order. While I understand and empathize with your situation, and will share your concerns with my senior leadership, I nor the other CYP professionals, to include (b) (6), do not have the authority to change the fee policy or change the requirement to include BAH in the TFI. It is for the reason's you've stated that both aforementioned directives include case by case reviews for families with hardships, which is included in the Parent Handbook and Parent Agreement form that is signed by each sponsor. This means, that patrons with extenuating circumstances may speak with the Center Director where their child is enrolled, to discuss their specific situation. Special requests must be submitted in writing, and will be forwarded to the CYP Administrative office for review. Documentation may be request. Not knowing to whom I am responding, removes the ability for (b) (6) to reach out to you. Therefore, It is my hope that you will meet with (b) (6) and allow her to assist you in requesting an extenuating circumstance/hardship review. R/ (b) (6) Administrator, Child & Youth Programs

**Follow-Up Manager:** (b) (6)

**Date Follow-Up Entered:** 31 Jul 15

**Latest Follow-up Action:** Forwarded to another manager

**Date of last Follow-Up Action:** 30 Jul 15

30 Jul 15 11:39 PM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	Yes	No	31 Jul 15	<a href="#">Followup Details</a>
-----------------------------	---	-----	----	-----------	----------------------------------

**Comment:** I am a former employee at LCDC. I worked there for 6 months while I was pregnant and I was treated very badly by most of the staff at this center. I had to work in the infant room with (b) (6) where on a daily basis would swear at the children

knowing the kids are too young to tell their parents. Whenever a parent would leave she would talk trash about them. Along with badmouthing management saying she could do a better job. She would mistreat the kids when they cried, in my eyes attacked the kids by coming at them and picking them up in an aggressive manner. She would say she hated the kids to the directly call them names which could result in a child having problems in the future. she would do all of this knowing that there is cameras watching whatever she did. I say that she should not be allowed to work at that establishment any longer. She brings the over all mood of the job down and i know that other employees do not agree with what she does. I certainly would not have my baby go to that cdc to be taken care by a person that despicable.

**Customer Email:**

(b) (6)

**Follow-Up Notes :** Customer comment forwarded to (b) (6) CYP director. She will contact the customer, but she will handled the comment off-line.

**Follow-Up Manager:** (b) (6)

**Date Follow-Up Entered:** 31 Jul 15

**Latest Follow-up Action:** Forwarded to another manager

**Date of last Follow-Up Action:** 31 Jul 15

15 Oct 15 09:02 PM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	No	No	21 Oct 15	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** After feeding my child in her classroom since she was 14 months old till now (22 months) I am now being told I can no longer feed her in that classroom. I now have to go to the bravo classrooms to feed her because of a rule that has always been in place? How come when she transitioned to that class room I was encouraged to breast feed her in there? Why did none of the staff know about this rule? aren't the staff member suppose to know all the rules of the facility?

**Follow-Up Notes :** To Whom It May Concern, After receiving your comment card, I communicated with the Director of Laulima CDC, who has shared that first and foremost she want to assure you that parents are always welcome to come in and nurse their children, and in doing so, have designated a space in each infant room, outside of the children's play area that provides an adult size glider, vice being in an environment with 10 curious hands on Pre-Toddlers. Pre-Toddler caregiver who are not accustom to mothers coming in and nursing may not have been aware of the nursing area, as it is not something they typically encounter. However, The Director has ensure that all of her staff are aware so that they are able to keep parents informed. R/ (b) (6) Administrator, Child & Youth Program Marine Corps Base Hawaii

**Follow-Up Manager:** (b) (6)  
**Date Follow-Up Entered:** 22 Oct 15  
**Latest Follow-up Action:** Forwarded to another manager  
**Date of last Follow-Up Action:** 21 Oct 15

26 Oct 15 12:49 AM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	No	No	27 Oct 15	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** I am only having this complaint written up do to the MANY problems I see In the Laulima(CDC). There have been many days that I have searched for a Director ( (b) (6) ) and she has gone for the day. I'm wondering WOW she leaves at her 8 hours vs. being a in management position you should stay a little longer or even the ASST, Director should be seen. About two weeks ago I could not find either. The Asst. was on vacation and it was told to me that the Director was doing classes all week.(Really) There is no Real over seer working management. Could The Director not take class another time when the Asst. was not on vacation?? I have seen and over heard many problem with this center. First, the HIGH TURN OVER.. It seems that my child gets a good provider and then they up and leave. That makes me wonder?? I have heard that the management Is never around you can not talk to them and they do not have the care giver's back. I was very upset that I found out that last week a parent came into the daycare and CURSSED a worker out in front of the children. I feel that I should have been notified well as other parents should have been given a heads up not a full description but a need to know what happened. What if this parent stared fighting with the caregiver and hurt my child or another one? ( that would have been a VERY good Lawsuit against the daycare) We are a very small base and word gets out quick once a parent talks. I also discover that the Director was not there she left early and the asst. " was not on the clock" and no one did anything just stood there and let the parent rant. This is unacceptable and if this is how the CDC runs there business I feel a higher up may need to look at the center and it directions they are taking. I hope this matter will be taken care off and soon. I would like to leave my information but considering that my child is still there and I would have to deal with management I decline. Sincerely, (b) (6)

**Reference Number:**I

**Follow-Up Notes :** Comment will be handled offline.

**Follow-Up Manager:** (b) (6)  
**Date Follow-Up Entered:** 27 Oct 15  
**Latest Follow-up Action:** Forwarded to another manager  
**Date of last Follow-Up Action:** 27 Oct 15

10 Nov 15 05:01 PM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg</a>	Yes	No	12 Nov 15	<a href="#">Followup Details</a>
-----------------------------	---	-----	----	-----------	----------------------------------

	<a href="#">6782, McLennan Drive)</a>				
<p><b>Comment:</b> I am filling this out to issue a formal complaint about (b) (6) that works the front desk of Laulima. Today when I went to pick up my child from daycare I was past the front desk and into the hallway when she asked me if I wanted to make a payment and I said no then she proceeded to shout down the hallway after I walked off saying, "Fine then that will be another late fee tacked on." She did so in front of other employees that work at the facilities. She asks me twice a day everyday at the center to make a payment in front of other employees and parents also. I feel her behavior is rude and harassing. I also feel that she is violating the HIPPA by harassing me about payments in front of other individual. What if I had money issues. Is it fair for her to let everyone around hear that? She has also called my phone and the same day asked me twice more about payment. She has also told me to go get my credit card to make a payment. And that I can call with a payment even after I told her I am aware of the payment methods and due dates. I am aware that my payment is late but I do not need someone to harass me multiple times a day about it and also stating my business in front of whoever happens to be passing by. Today having her shout my business down the hallway and make smart comments was rude. I do not want her to harass me about payment any longer via phone or in person. I feel that this behavior needs to be addressed and has gotten out of hand. This has been going on since November 1st.</p> <p><b>Customer Name:</b> (b) (6) <b>Customer Email:</b> (b) (6)</p> <p><b>Customer Phone:</b> (b) (6)</p> <p><b>Follow-Up Notes :</b> Customer comment forwarded to (b) (6) CYP Director, She will be handling the comment off line as this is a personnel issue. Customer will be contacted in a timely manner.</p> <p><b>Follow-Up Manager:</b> (b) (6)</p> <p><b>Date Follow-Up Entered:</b> 13 Nov 15</p> <p><b>Latest Follow-up Action:</b> Forwarded to another manager <b>Date of last Follow-Up Action:</b> 12 Nov 15</p>					
05 Jul 16 06:23 PM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	Yes	No	05 Jul 16	Followup Details
<p><b>Comment:</b> I don't understand how an internship program is not considered work! I am a working mother of four who has been been denied full day child care (for my youngest) because I am not receiving a paycheck. I now face the possibility of being dropped from this internship program which would have eventually landed me a job. What sense dose this make? Please help!</p>					

**Customer Name:** (b) (6)  
**Customer Phone:** (b) (6)

**Customer Email:**  
(b) (6)

**Follow-Up Notes :** (b) (6), As previously discussed during your phone call with the Resource & Referral Coordinator and myself, Child & Youth Programs adheres to the eligibility priorities outlined in the Department of Defense Instructions (DoDI) 6060.02, which determines the priority in which children are placed in the program. As explained during our conversation, households with a non-working spouse is eligible for care, and is placed on the waiting list according to the eligibility category that fits their current status, as with all patrons. When asked about your eligibility, you stated that you work but don't get paid. I suggested that you get a letter from the company (Red Cross) you work for, to show that you are employed by them and work a minimum of 30 hours per week. I also took the time to clarify your concern of being denied care because of your non-paid status by stating that your ability to pay for care was not in question as I do not know your financial ability. I also provided you, as is standard, 48 hours to provide the documentation, as the space cannot be held continuously. At this time, we are waiting on you to provide the documentation to show that you are working, whether paid or not. Please allow me to state once again, that you have not and are not being denied for care, but will be placed in care based on your eligibility category, and if your name is next on the placement list, confirmation of your working status is needed to offer you the space. R/ (b) (6) Family Care Branch Head Administrator, Child & Youth Programs

**Follow-Up Manager:** (b) (6)

**Date Follow-Up Entered:** 07 Jul 16

**Latest Follow-up Action:** Contacted Customer

**Date of last Follow-Up Action:** 05 Jul 16

03 Aug 16 03:25 PM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	Yes	No	04 Aug 16	<a href="#">Followup Details</a>
-----------------------------	---	-----	----	-----------	----------------------------------

**Comment:** Laulima CDC is very friendly and has great staff from everyone I've had the chance to meet. It has been a great experience until recently. My only great concern is my child has been called out SIQ 4-5 times within one month. Pink eye, eye infection, high fevers leading to Roseola, and ear infections. They told me pink eye has been going around lately in this facility. This leads me to think this facility doesn't take to their cleaning very well. I shouldn't have to pick up my seven month old 4-5 times in one month because he has all noted above. He should not have all of this repeatedly. Due to this several single mothers are having to call out of work for 2-3 days for the same symptoms which is causing a red flag in my command. Cleanliness needs to be addressed. Another concern is calling to come pick up your child if they have a 100 degree "fever." Of course my child will always come first but I do not need to be called out of work for 2 days just because he has a 100 degree "fever." Medical does not even consider it a fever until it hits 103. I would like to be called to pick him up when it is a serious thing. 100 degrees after being woken up from his nap is normal. He sweats in his

sleep. So being called for low "fevers" needs to be addressed. I do not need to be called every other day... All of this is causing a major concern and great fear for my child's well being because I do not want him to get any worse then he already is. I hope these issues are addressed with great haste.. Thank you.

**Customer Name:** (b) (6)

**Customer Email:**

(b) (6)

**Follow-Up Notes :** (b) (6), I've received your patron concern and have communicated with the Laulima CDC Program Director, (b) (6). I certainly hope that your little one is feeling better, as it is no fun being sick. In my communication with (b) (6), (b) (6) I've learned that your son was sent home on 21 June 2016 with a temperature of 101.4, on 29 June 2016 with a temperature of 102.3, and again on 29 July 2016 with a temperature of 101.2. Then on 1 August 2016, your son was sent out due to having red, swollen eyes, with discharge, which was later diagnosed as Roseola. While I understand your concern on the number of times that your child has been sent home for illness, the staff at Laulima are adhering to the Marine Corps Order 1710.30 Health Protocol, which state that a child with a fever at or above 101 F. is excluded from care, until fever free for 24 hours without medication. Our first priority is the well-being of your son, and that of the other children. Child & Youth Programs Standard Operating Procedures and Parent Handbook outline our exclusion policy, as to when children are to be excluded for illness. It is very common, that children (and staff) who are new to group care, may take a few months to build their immunities to their new environment, but please know that the staff take care in implementing and practicing appropriate handwashing, sanitizing, and disinfecting, and must adhere to scheduled cleaning of all toys and equipment, to include daily sanitizing in the infant rooms. In addition, Laulima CDC is inspected monthly by Preventive Medicine for health and sanitation. I can also attest to the cleanliness and organization of the classrooms at Laulima, as I recently conducted an early morning (5am) inspection of Laulima, where I opened drawers and cabinets, inspected toys for cleanliness and safety, checked daily inspection checklists, labeling of bleach and water bottles, sanitation logs, and more. I share this to let you know that we do not take the health of your child lightly, but for the protection of your son, and other children, when there is a sign of illness that meets the exclusion criteria, the staff act quickly in sending the child home, to minimize exposure to others. Sanitation and cleaning is also increased when there is an identified communicable disease, in addition to families being notified for awareness. (b) (6) and I, are available to you, should you have any additional questions or concerns. Respectfully, (b) (6) Family Care Branch Head Administrator, Child & Youth Programs Marine Corps Base Hawaii

**Follow-Up Manager:** (b) (6)

**Date Follow-Up Entered:** 05 Aug 16

**Latest Follow-up Action:** Contacted Customer

**Date of last Follow-Up Action:** 04 Aug 16

26 Jan 17 04:44 AM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC)</a>	No	No	26 Jan 17	<a href="#">Followup Details</a>
-----------------------------	--	----	----	-----------	----------------------------------

	<a href="#">(Kaneohe Bay, Bldg 6782, McLennan Drive)</a>				
<p><b>Comment:</b> (b) (6) is so wonderful! I am so glad she is with my son in preschool! She is so hands on and easygoing.. (b) (6) was always so harsh and belittled others in the room.. having her gone has made the room so much more relaxed and fun! Please let (b) (6) know she is LOVED!</p> <p><b>Follow-Up Notes :</b> Auto-Completed</p> <p><b>Follow-Up Manager:</b> (b) (6)</p> <p>Farris ⓘ <b>Reason Contact Unsuccessful or Not Performed:</b> Contact information not available</p> <p><b>Date Follow-Up Entered:</b> 26 Jan 17 <b>Date of last Follow-Up Action:</b> 26 Jan 17</p>					
26 Jan 17 05:11 AM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	No	No	26 Jan 17	<a href="#">Followup Details</a>
<p><b>Comment:</b> I heard the last time a staff member made a complaint that it was disregarded because it was just a "disgruntled employee". However, if staff doesn't feel comfortable talking to their management.. How else will serious issues get addressed? I figured this is the only way.. First, how exactly is (b) (6) still employed there? She comes in late, takes 2 1-hour long lunches, then leaves early.. all while being an irrelevant person on staff. She takes forever to get modules back to employees, but if they turn it in late or mess something up, she gives them less than the allotted month to complete it. Which she is not allowed to do. She has screwed over at least 6-7 staff members from getting the pay they should have after completing 6 modules.. and all but I think 2 girls I know got the back pay they deserved. When she does staff observations, she tells us not to date them, sometimes we see the date in the corner at the top which is usually for at least a month prior. She fails to hold all staff to the same standards when it comes to child portfolios. Some rooms get binders from rooms before and the child doesn't have even one piece of art when they had been enrolled for a year. If the staff wasn't trained.. its her fault.. if they didn't give her that portfolio ever for her to check.. thats also on her.. she says staff must turn in a portfolio per week, but some turn in the same one.. she keeps no record. Furthermore, primaries have to turn in lesson plans on wednesdays by 2 but i saw some rooms highlighting it and it says in the staff handbook it says due thursday afternoon.. somehow (b) (6) needs more time well how bout a salary employee hold off on the 2 lunches/ hour long smoke breaks to do her job?? maybe stay past 4 and finish something?? When will she be held accountable for her actions and lack thereof???? I thought that when inspection came and (b) (6) had to fix all the things that (b) (6) was behind on that she would have done something to get (b) (6) on track.. but since other events have taken place, even though (b) (6) said she would stay on her, she</p>					

doesn't always hold to her word. So here we are waiting for modules for weeks at a time. and probably will have it say its due in 2 weeks again.. also, (b) (6) is the worst micromanager i have ever encountered. she acts like she is above us and tells us how to run our room. yet when she is in ratio she 1 acts like she's doing us a hugeee favor and has to repeat to everyone she sees that she's busy in ration even though she is clearly not busy and doing us no good being in the room 2. only talks and sits facing her favorite kids and ignores the others and 3 has never helped with keeping the room in any order at all.. when she's with us at least.. it feels like we are 1 and 14 instead of 2 and 14.. she screwed up the schedule so many times that (b) (6) had to take over it.. that is not (b) (6) responsibility! (b) (6) if you see this.. please don't take it lightly. These people need held accountable or the morale at Laulima will continue to go down further than it already has.. As the saying goes, a bad manager(s) can take good staff and destroy it, causing the best employees to flee, and the rest to lose all motivation.

**Follow-Up Notes :** Forwarded to (b) (6) CDC Manager to be handled offline.

**Follow-Up Manager:** (b) (6) !

**Date Follow-Up Entered:** 26 Jan 17

**Latest Follow-up Action:** Forwarded to another manager

**Date of last Follow-Up Action:** 26 Jan 17

04 Feb 17 12:10 AM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	No	No	06 Feb 17	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** How is there a caregiver in the C Pod with a lip ring?! She always has a poor attitude and I am so thankful that I rarely have to interact with her personally! I'd say something to the director about the distasteful look (I'm pretty sure it's not allowed per their handbook from when I was an MCCS employee), but obviously the director sees her every day with it and doesn't seem to care. Felt like it needed to be addressed when my child started putting paper clips on their lip to be like her. Not okay.

**Follow-Up Notes :** Forwarded to (b) (6), CDC Manager for review.

**Follow-Up Manager:** (b) (6) !

**Date Follow-Up Entered:** 06 Feb 17

**Latest Follow-up Action:** Forwarded to another manager

**Reason Contact Unsuccessful or Not Performed:**

Contact information not available

**Date of last Follow-Up Action:** 06 Feb 17

04 May 17 10:14 PM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	No	No	05 May 17	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** one of the workers has been incorrectly picking up children and she has been pinching the kids. When It brought it up to management, they blew it off.

**Follow-Up Notes :** Forwarded to (b) (6) CDC Manager for review.

**Follow-Up Manager:** (b) (6) !

**Date Follow-Up Entered:** 05 May 17 **Reason Contact Unsuccessful or Not Performed:** Contact

**Latest Follow-up Action:** Forwarded to information not available

another manager

**Date of last Follow-Up Action:** 05 May 17

05 May 17 12:44 AM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	No	No	05 May 17	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** To whom it may concern (MCCS Leadership), As a paying and grateful customer/parent, I feel it's my obligation to make a formal complaint as it pertains to the RUDE and CONDESCENDING personality of the "Director" of MCCS Child Development Center Laulima. I have no desire to be friends with this lady however I do expect to be treated with respect and professionalism when dropping off or picking up my child. I make every effort to avoid dealing with this particular employee (DIRECTOR) and instead deal with the other wonderful employees who are mostly friendly and professional. I'm sure I speak for other customers who I have personally witnessed being ignored and or replied to disrespectfully, not to mention observing her barking orders at her employees like they're her recruits (SAD). I will remain anonymous this time and will leave my personal contact information should this unacceptable customer service continue. Sincerely Concerned Customer/Parent

**Follow-Up Notes :** Forwarded to (b) (6) CDC Manager for review.

**Follow-Up Manager:** (b) (6) !

**Date Follow-Up Entered:** 05 May 17 **Reason Contact Unsuccessful or Not Performed:**

**Latest Follow-up Action:** Forwarded to Contact information not available

another manager

**Date of last Follow-Up Action:** 05 May 17

05 May 17 03:12 PM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	Yes	No	08 May 17	<a href="#">Followup Details</a>
-----------------------------	---	-----	----	-----------	----------------------------------

**Comment:** The value of early childhood education is not apparent and is not a priority. I do not understand how the "preschool" class for 3-5 year olds is labeled as such when is not treated in the same regard as the Preschool program through the ASYMA or the preschool classes at the Mokapu CDC that has specialized education representatives come into the preschool class each week. The preschool class at Laulima is managed by

different personnel on a daily basis, none of whom have actually completed a degree in childhood education. I am paying a full-time rate for a service that my son is not receiving. He is essentially in "daycare" rather. The preschool program at the CDC should be just as educationally as important if not more so than that of the ASYMCA or the Mokapu Preschool class. We are paying a full time rate for a service the children are not receiving. They need to be prepped to attend Kindergarten. This is the most critical time in their development as they are eager to learn. They need proper guidance and early childhood education specialists to guide them and assist them....not a spouse's wife who needs a job and has no background of higher education or experience with children socially, mentally, or developmentally.

**Customer Name:** (b) (6)  
**Customer Phone:** (b) (6)

**Customer Email:**  
(b) (6)

**Follow-Up Notes :** (b) (6), The Child Development Center Program, along with the curriculum, training, and job requirements are in alignment with the Department of Defense Instructions 6060.02, the Marine Corps Order 1710.30 and the various Protocols, along with the Military Child Care Act of 1989. Being a DoD Program, which receives DoD funding, we are bound to operate according to the aforementioned directives. However, as an Early Childhood Educator, I recognize that there are various curriculums (Montessori, Reggio, Creative Curriculum, High Scope, etc.) and not every curriculum will meet the expectation of every parent. I encourage parents to exercise their rights of making an informed decision by reviewing curriculums and selecting the one that best meets their expectation. Our Curriculum (Creative Curriculum) is a play based curriculum that focuses on the whole development of a child. Our Program and curriculum has undergone rigorous inspections against the highest quality child care national standards through the National Early Childhood Program Accreditation and was awarded accreditation status, and has successfully achieved re-accreditation each three years. Creative Curriculum may not be for everyone, but it has proven to be effective and of the highest quality.

**Follow-Up Manager:** (b) (6) !

**Date Follow-Up Entered:** 09 May 17

**Latest Follow-up Action:** Contacted Customer

**Date of last Follow-Up Action:** 08 May 17

03 Jul 17 06:14 PM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	Yes	No	03 Jul 17	<a href="#">Followup Details</a>
-----------------------------	---	-----	----	-----------	----------------------------------

**Comment:** My son has been bitten over 15 times in the 3 months he has been at Laulima. Last week he was bitten 3 times in the same week without provocation. The care providers were told to shadow him and ensure his safety. He was then bitten again within 48 hours. I filed a report to view the video from around the times he was bitten

and was told its a 6 week process. It should not take 6 weeks to view the footage of my child being abused. This is absolutely outrageous. My son has scars on his arms from where he has been bitten so many times. The cameras are there to ensure safety and I would like to ensure the safety of my child without it taking almost 2 months. My son was moved to another classroom upon my request. There was absolutely no other steps taken to ensure his safety by the facility. No child should be bitten 3 times in a week if the care providers are paying adequate attention.

**Customer Name:** (b) (6)  
**Customer Phone:** (b) (6)

**Customer Email:**  
(b) (6)

**Follow-Up Notes :** Requesting Laulima-CDC (b) (6) to respond off line to the customer complaint.

**Follow-Up Manager:** (b) (6)

**Date Follow-Up Entered:** 03 Jul 17

**Latest Follow-up Action:** Forwarded to another manager

**Type of Customer Contact:**  
Combination (ex: email and telephone)

**Date of last Follow-Up Action:** 03 Jul 17


17 Jul 17 06:56 PM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	Yes	No	19 Jul 17	<a href="#">Followup Details</a>
-----------------------------	---	-----	----	-----------	----------------------------------

**Comment:** (b) (6) the front desk lady at Laulima CDC has given me attitude numbers of time and has confronted me on 7/17/2017 in front of parents and at the front desk, after I was done dropping off my infant that attends there. I don't think it was needed or professional that (b) (6) did it in front of employees and parents. Also her two directors were standing right there and did nothing about it. I am a employee at Kupulau and I know how to respect parents and I know that, that wasn't professional. But I am also a parent and I shouldn't be treated like that and I don't appreciate it either. she should've pulled me to the side or talked to me privately. I pay for my daughter to attend Laulima just like every other parent and should be treated with the same RESPECT!

**Customer Name:** (b) (6)

**Customer Email:**  
(b) (6)

**Follow-Up Notes :** (b) (6) Laulima CDC Director, spoke directly with (b) (6) (b) (6) The issue has been resolved. Additionally, I followed up with (b) (6) acknowledging her conversation with (b) (6) I also welcomed her to contact me any time should she have any other concerns. Please let me know if you need any additional info or if you have any questions. Thank you (b) (6) EFMP Manager- MCB  
HawaiiPhone (808)257-7773Fax (808) 257-1650

<b>Follow-Up Manager:</b> (b) (6)  <b>Date Follow-Up Entered:</b> 19 Jul 17 <b>Latest Follow-up Action:</b> Contacted Customer <b>Date of last Follow-Up Action:</b> 19 Jul 17					
31 Oct 17 04:34 PM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	No	No	31 Oct 17	<div>Followup Details</div>
<p><b>Comment:</b> Management is terrible at Laulima. As a brand new employee I see (b) (6) (b) (6) gossiping about employees with employees and playing favorites. I went in to give a break in the Toddler Class and (b) (6) was sleep next to a child's cot and (b) (6) was in there and didn't say anything.</p> <p><b>Follow-Up Notes :</b> 10/31/2017 Forwarded to (b) (6) Marine and Family Programs Director, for review.</p> <p><b>Follow-Up Manager:</b> (b) (6)</p> <p><b>Date Follow-Up Entered:</b> 31 Oct 17</p> <p><b>Latest Follow-up Action:</b> Forwarded to another manager  <b>Date of last Follow-Up Action:</b> 31 Oct 17</p>					
13 Dec 17 11:15 AM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	No	No	13 Dec 17	<div>Followup Details</div>
<p><b>Comment:</b> I have been wanting to write this for a while, hoping that things would change but it hasn't and someone needs to know. There is a worker at this center whose name is (b) (6) that's believes she can do as she please and she do get away with a lot. And frankly it is not fair to the rest of us. I was only in her room for observation when I first started at the center it was a nightmare being in her room which is C2, I have mention to management but it went to deaf ears she can do no wrong, the way she talks me to, belittling me every chance she gets. We had an incident when I was with a child and while lifting him my wedding ring scrap him with a light red mark on his face I then took my ring off. (b) (6) took it upon herself to yell and insult me in front of the class I was in tears of being humiliated, not only did she do that but she also went and told the parent that I mishandle their child, it was a good thing that parent is very nice and just said its fine things happen don't cry. I have never felt that way before especially in a working environment. Another incident was when I overheard her in the break room stating she can't wait "to beat my ass and don't know why they just fire me, that I am useless" this is very hurtful and know that when I told management nothing was done but she was aware that I had told management and I was a target, made work very uncomfortable I had to call out a few times. Management always say that their best</p>					

caregiver and they don't believe that she do those things. But all I can say is pull the video and listen we will see who the liar is. I am not going to say my name as I am afraid of retaliations. Something needs to be done!!!

**Follow-Up Notes :** 12/13/2017 Forward to (b) (6) CYP & (b) (6) HR Director to handle off line. Due to PII information.

**Follow-Up Manager:** (b) (6)

**Type of Customer Contact:** Other

**Date Follow-Up Entered:** 13 Dec 17

**Reason Contact Unsuccessful or Not**

**Latest Follow-up Action:** Forwarded to another manager

**Performed:** Other

**Date of last Follow-Up Action:** 13 Dec 17

26 Dec 17 02:06 PM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	No	No	26 Dec 17	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** I am not sure what to do in this situation!! The director (b) (6) at the center is mistreating me and I am afraid to say anything. I have been working in child care for over 10 years and never have I been treated this way. I am not sure what I did to her or one of her favorites. As most of the staff see how she teats me. I have not done anything out of my job description to deserve this kind of treatment. Someone need to come in and do an investigation and speak to the staff not management as they will say what you want to hear. Please help !!

**Follow-Up Notes :** 12/26/2017: Forward ICE Comment to (b) (6) Laulima Child Development Center Managers for review. Will also FYI Personnel

(b) (6)

**Follow-Up Manager:** (b) (6)

**Date Follow-Up Entered:** 26 Dec 17

**Reason Contact Unsuccessful or Not Performed:**

**Latest Follow-up Action:** Forwarded to another manager

Contact information not available

**Date of last Follow-Up Action:** 26 Dec 17

06 Mar 18 04:34 PM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	Yes	No	06 Mar 18	<a href="#">Followup Details</a>
-----------------------------	---	-----	----	-----------	----------------------------------

**Comment:** We have been waiting for approximately 4 or 5 months on child care at the CDC's. The lack of workers and available spots is ridiculous. We are having to rely on multiple baby sitters in order for both myself and my staff to be able to work and quite often we are having to either miss work or take time off due to not having child care. Something needs to be done about this and soon. Is there a way to reach out to other CDC's that are on this island to see about the feasibility of bringing in other workers? I

understand that there is a background check that needs to happen and that takes time, but there should be a way to speed up the process.

Customer Name:

Customer Phone:

(b) (6)

Customer Email:

(b) (6)

**Follow-Up Notes :** 3/06/2018: Close this ICE Comment. It is a duplicate to the one sent at 1233.

**Follow-Up Manager:** (b) (6)

**Date Follow-Up Entered:** 06 Mar 18

**Latest Follow-up Action:** Other

**Type of Customer Contact:** Other

**Reason Contact Unsuccessful or Not**

**Performed:** Other

**Date of last Follow-Up Action:** 06 Mar 18

04 Apr 18 08:11 PM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	Yes	No	04 Apr 18	<a href="#">Followup Details</a>
-----------------------------	---	-----	----	-----------	----------------------------------

**Comment:** on 4/4/2018 at approximately 0730 I was approached in the parking lot of the Laulima CDC by another parent, that I had never met prior to this interaction. The parent identified to me that he got my name from the CDC in order to address a concern with my uniform that "he and others" had. When I contacted the CDC concerning them giving out my name to this other parent they denied doing so, but were familiar with the individual wanting to know who I was. I don't see how this parent could have gotten my name any other way, as I had never interacted with him prior nor worn my uniform for him to have seen my name. I am uncomfortable with the fact that my personal information is accessible whether it be through passive (ie. visitor logbook) or active (ie. relaying PII) means and would like there to be an inquiry into how better to protect patrons information.

Customer Name:

Customer Phone:

(b) (6)

Customer Email:

(b) (6)

**Follow-Up Notes :** 4/04/2018: Forward ICE Comment to (b) (6) Family Care Branch Director to review & respond by Friday, April 6. 4/05/2018: (b) (6) I tried calling you at the number you provided, but did not get an answer. I wanted to speak with you in regards to your customer evaluation on Laulima CDC, and to assure you that Laulima's staff are trained on and exercises the appropriate measures to safeguard info of which they have been entrusted, to include sensitive and personal identifiable information. When I received your comment card, I investigated your allegation, as the mishandling of or an unauthorized release of PII is not taken lightly. I was able to obtain additional info and confirm that, while your name was requested, Laulima's staff did not share your name or PII. The other parent with whom you communicated, followed-up

with the Assistant Director to let her know that he was able to obtain your name from the back of your cammie trousers. He also shared that he was able to research your name and command info through the MOL or GAL, by narrowing it down by location and gender. He also confirmed that he had requested your name, but that the person on the desk did not provide it. In reviewing your statement, I don't see how this parent could have gotten my name any other way, along with confirmation from the parent on how your name was obtained, and that he and the Assistant Director confirmed that the info was requested but not provided, I am confident that the staff at Laulima adhered to policy and did not mishandle or release sensitive or PII. R/ (b) (6) Family Care Branch Head Administrator, Child & Youth Programs Marine Corps Base Hawaii Phone: (808)257-7340 Fax: (808)257-8020 Email: (b) (6)

**Follow-Up Manager:** (b) (6)

**Date Follow-Up Entered:** 06 Apr 18

**Latest Follow-up Action:** Forwarded to another manager

**Type of Customer Contact:**

Combination (ex: email and telephone)

**Date of last Follow-Up Action:** 04 Apr 18

18 Sep 18 02:34 AM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	No	No	18 Sep 18	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** The safety concerns regarding this building and it's management are nothing new. The training is subpar with little to no minimal annual training and NO real life stress simulations such as providing aid to an asthma attack, CPR, anaphylactic shock, choking, or any REAL scenario evaluation. The higher "leadership" lacks the professionalism to make the right calls when it comes to personal bias vs company policy. There is no true standard in their practice and a thick coating of false advertisement of putting the child first and overall safety. The instance of the child being left outside in the hot sun, then the blatant lies that followed TO THE CHILDS MOTHER. This is an extremely egregious act against the morals and values of MCCS and even more so against the military members you serve. Out of curiosity, isn't giving an employee who is on UNPAID SUSPENSION from an MCCS position for a child neglect investigation a position at the library on the same base during their suspension period illegal, breaking company policy, and a clear sign of favoritism? This is a blatant sign of disrespect towards the standards and procedures that MCCS has prided themselves on and preaches to the family's of the children they care for . What is your company name worth? Apparently nothing, and Laulima proves it.

**Follow-Up Notes :** 9/18/2018: Forward ICE Comment to (b) (6) Temporary Marine & Family Programs Director to review the customer comment.

**Follow-Up Manager:** (b) (6)

**Date Follow-Up Entered:** 18 Sep 18

**Reason Contact Unsuccessful or Not Performed:**

<b>Latest Follow-up Action:</b> Forwarded to another manager      Contact information not available <b>Date of last Follow-Up Action:</b> 18 Sep 18					
25 Sep 18 04:53 AM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	Yes	No	25 Sep 18	<div>Followup Details</div>
<p><b>Comment:</b> There are many note-worthy employees that do not get the recognition that they deserve because of the attention and focus that concerned parents like myself put into the bad ones that unfortunately work for MCCS. The quality of care and service is diminishing within the MCCS CDC. The problem begins with desperateness in the hiring process to fill voids in services that are demanding of service such as the CDC's. To fill the void, quantity takes precedence over quality. The result, unprofessional, lazy and mission-irrelevant individuals who do not hold true to the vision and vale of MCCS. STOP HIRING INDIVIDUALS WHO ONLY WANT A PAY CHECK, who are lackadaisical to uphold the prestige of WHO THEY ARE SERVING; those who have served and their families. The MCCS organization has lost those note-worthy employees because the unimpressive directors and management. It is disappointing to have the MCCS organization flaunt my Corps Vales of HONOR, COURAGE AND COMMITMENT and then hire from copious individuals who should consider their acceptance of a MCCS position as stolen valor. There is high concern for a lack of trust, teamwork and leadership from the scrambled environment because of multiple audio and visual observances. The child care rates are not discounted BECAUSE MY CHILDREN DESERVE DISSCOUNTED CARE. During the all hands training on October 5th the mission statement, vision and values needs to be reiterated and the first to be retrained should be from the top-down. Don't tarnish My HONOR, COURAGE and COMMITMENT!</p> <p> <b>Customer Name:</b> (b) (6)      <b>Customer Email:</b> (b) (6)  <b>Customer Phone:</b> (b) (6)       </p> <p> <b>Follow-Up Notes :</b> 9/25/2018: Forward ICE Comment to (b) (6), Family Care Branch Director to review &amp; respond to customer comment by Wednesday, September 26. 9/27/2018: -----Original Message----- From: (b) (6) Sent: Thursday, September 27, 2018 1:30 PM To: (b) (6) Subject: RE: Response Requested: DISSATISFIED comment card submitted for MCCS - Child Development Center Laulima (LCDC) located at Kaneohe Bay, Bldg 6782, McLennan Drive, Marine Corps Base Kaneohe Bay (b) (6) I communicated with (b) (6) via phone. I left a message for her on the 25th and she called me back today. She had already communicated with the Program Director and know that she has handled the concern. She stated that Laulima has great staff, but then said that they need to be retrained on upholding core values. I let her know that our staff receive ongoing training and refresher training annually and as needed. (b) (6) felt that the Asst Director disregarded her concern, by just saying, "ok". (b) (6) has confirmed that she has addressed the issue with the       </p>					

Assistant Director. (b) (6) Family Care Branch Head Administrator, Child & Youth Programs Marine Corps Base Hawaii Phone: (808)257-7340 Fax: (808)257-8020 Email: (b) (6)

**Follow-Up Manager:** (b) (6)

**Date Follow-Up Entered:** 27 Sep 18

**Latest Follow-up Action:** Forwarded to another manager

**Type of Customer Contact:**

Combination (ex: email and telephone)

**Date of last Follow-Up Action:** 26 Sep 18

26 Oct 18 05:03 PM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	No	No	26 Oct 18	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** The director of Laulima has completely single handedly crumbled the morale of those employees that work under her. She degraded teachers in a meeting in front of their peers, DAYS before corporate inspection and then takes authorized leave. She can quickly ruin the dynamic of parent to teacher relationship by walking in the room. You could cut the tension with a knife. Her word is not honorable as there have been implemented changes both prior and during her leave block. By definition, a leader is one that goes before, an example, a positive advantage, directs, etc. I find the timing to be not by chance that on 5 October during this meeting she created this chaotic situation for the Delta One teachers, then goes on approved leave while inspection is occurring. In most positions of management, inspections are an all hands-on deck type of event; especially the director of the facility being inspected. As director the success or failure of operations rests within their seated position. I have been told so many times during this process that there is so much training that these teachers get, but when are the directors going to be required to do training? Specifically training regarding operations, employee morale, communicating truthful information to parents? How can my family rest easy with our children in a center where such is acceptable? A director goes on leave during an inspection – that is completely senseless. A child gets left outside on the playground in the Bravo pod – no consequence for the director. A classroom under the management of a director fails inspection – what is the repercussion for the director? Again, the director created this hostile environment and added gasoline to a burning fire right before inspection and left. Surely the new teacher and the other teachers cannot work together, the dynamics have been ruined by the director versus the director implementing team building tools and strategies for the teachers. Instead of creating a positive environment for her employees, she constantly has a negative attitude with zero approach. I challenge you to do an anonymous survey of the employees of Laulima and their feelings on the current management. I was not surprised when I logged on to complete my ICE comment that in the last three months, the attitude of the employee staff has been marked poor and the center is achieving a 50% satisfaction. It is truly sad because there are teachers in that center who are absolutely amazing. The facility is breathtaking and equipped for such a fun and positive environment. The classrooms

have the ability to be welcoming and inviting, but instead we are left with a leader who brings a sense of dreariness to the facility. It is my hope that maybe a new party can be involved in the corrective measures that need to occur and can provide a light within that building where I have to leave my children. And sadly, the high price of childcare on the island, it is not feasible to seek care outside of base as I know there is a long waiting list. It should be the goals of management to make that center flourish, and it hasn't not only by my comment but the other parents before me that are only 50% satisfied.

**Follow-Up Notes :** 10/26/2018, FORWARDED ICE COMMENT TO (b) (6)  
INTERIM MARINE AND FAMILY PROGRAMS DIRECTOR TO REVIEW

**Follow-Up Manager:** (b) (6)

**Type of Customer Contact:** Other

**Date Follow-Up Entered:** 26 Oct 18

**Reason Contact Unsuccessful or Not Performed:**

**Latest Follow-up Action:** Forwarded to another manager

Contact information not available

**Date of last Follow-Up Action:** 26 Oct 18

22 Jan 19 04:53 PM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	Yes	No	23 Jan 19	<a href="#">Followup Details</a>
-----------------------------	---	-----	----	-----------	----------------------------------

**Comment:** On multiple occasions the staff has been notified of our child's continued sickness after attending the CDC at Laulima. I am fully aware and understand that every child is different and other factors are involved in the health of a child. However; our child is continuously sick within days of attending. We have spoken with parents with kids from the same classroom and they are in the same situation. Even though our child has not attended for an extended period of time do to health concerns. We have requested that the room(s) be closed for extensive cleaning and sanitation beyond the normal procedures but have received no response. I can understand things happen and every situation is different, but when there becomes a trend of continuous degraded health from multiple children. It may be a good idea to assess the sanitization and surroundings of the establishment rooms as a potential causal factor. I am open to discussion on a corrective course of action. I appreciate the service the center provides and will continue to utilize those services if this situation can be resolved, thank you.

**Customer Name:** (b) (6)  
**Customer Phone:** (b) (6)

**Customer Email:** (b) (6)

**Follow-Up Notes :** 1/23/2019: Forward ICE Comment to (b) (6) Family Care Branch Director to review & respond to customer by Friday, January 25th.

**Follow-Up Manager:** (b) (6)

**Type of Customer Contact:**

**Date Follow-Up Entered:** 23 Jan 19

Combination (ex: email and telephone)

**Latest Follow-up Action:** Forwarded to another manager

Date of last Follow-Up Action: 23 Jan 19					
20 Feb 19 11:05 PM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	No	No	21 Feb 19	<a href="#">Followup Details</a>
<p><b>Comment:</b> I would like to address my concern about (b) (6) of Delta 1. I caught her today and several times during pick up yelling at children and looking frustrated. You can hear her voice from the hallway. A few weeks ago, I heard a child asking if she can play that specific toy but (b) (6) said NO! YOU'RE JUST GOING TO MAKE A MESS! The child walked away crying. I am happy that my child is in Delta 1 because the other teachers are awesome but I don't want my child to experience the same thing. Her work ethics seem to be poor and such kind of behavior is unacceptable especially when working with children. I hope that this employee will be reprimand and I would like to keep myself anonymous. Thank you for your time!</p> <p><b>Follow-Up Notes :</b> 02/21/2019: Forward ICE Comment to (b) (6) Family Care Branch Director to review customer comment.</p> <p><b>Follow-Up Manager:</b> (b) (6)</p> <p><b>Date Follow-Up Entered:</b> 21 Feb 19      <b>Reason Contact Unsuccessful or Not Performed:</b> Contact information not available</p> <p><b>Latest Follow-up Action:</b> Forwarded to another manager      <b>Date of last Follow-Up Action:</b> 21 Feb 19</p>					
31 Jul 19 03:21 PM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	Yes	No	31 Jul 19	<a href="#">Followup Details</a>
<p><b>Comment:</b> (b) (6) a provider whom has been in Delta and Bravo classrooms that I'm personally aware of, is constantly SCREAMING at the children. She yells at children regardless of age and does not discipline/manage children's behaviors in age appropriate ways. I am terrified of my child ever being in her care as she loses her composure often and I worry one day she will do worse than just yell. This has been witnessed by myself and other parents, and we are all very concerned for the safety and well being of the children. I have brought this up to the front desk staff on multiple occasions and am always told "We will make sure this is taken care of." I am never updated on what has happened and I still see (b) (6) losing her patience and composure with the children daily. This woman SHOULD NOT work with children as she clearly cannot emotionally/mentally handle it appropriately.</p>					

<b>Customer Name:</b> (b) (6)	<b>Customer Email:</b> (b) (6)
<b>Customer Phone:</b> (b) (6)	
<b>Follow-Up Notes :</b> 7/31/2019; Forwarded to (b) (6) for review	
<b>Follow-Up Manager:</b> (b) (6)	<b>Type of Customer Contact:</b> Other
<b>Date Follow-Up Entered:</b> 31 Jul 19	<b>Reason Contact Unsuccessful or Not Performed:</b> Other
<b>Latest Follow-up Action:</b> Forwarded to another manager	<b>Date of last Follow-Up Action:</b> 31 Jul 19

31 Jul 19 03:26 PM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	Yes	No	31 Jul 19	<a href="#">Followup Details</a>
-----------------------------	---	-----	----	-----------	----------------------------------

**Comment:** My son (b) (6) has been at the CDC for 2 years. He was in C1 for the past year. In June, he transitioned to the pre-school class and he is 3.5 years old. He had 0 behavioral issues in the C1 classroom during the previous 1.5 years. In the last month, he was sent home 2 days in a row for "disruptive behavior" and hitting. At home, dad is deployed and we have a new baby. Dad deployed in March and baby came in May. There were 0 issues in the Charlie classroom. He was in there until June. He literally has behavior reports every single day from the Delta classroom. There is a disconnect somewhere. My child, who never had any issues in his previous room, is suddenly the problem child. He has also been punched in the face & stomach and pinched in the face and I had (b) (6) tell me that it was (b) (6) fault for both instances.

<b>Customer Name:</b> (b) (6)	<b>Customer Email:</b> (b) (6)
<b>Customer Phone:</b> (b) (6)	
<b>Follow-Up Notes :</b> 7/31/2019; forwarded to (b) (6) for review	
<b>Follow-Up Manager:</b> (b) (6)	<b>Type of Customer Contact:</b> Other
<b>Date Follow-Up Entered:</b> 31 Jul 19	<b>Reason Contact Unsuccessful or Not Performed:</b> Other
<b>Latest Follow-up Action:</b> Forwarded to another manager	<b>Date of last Follow-Up Action:</b> 31 Jul 19

31 Jul 19 03:30 PM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	Yes	No	31 Jul 19	<a href="#">Followup Details</a>
-----------------------------	---	-----	----	-----------	----------------------------------

**Comment:** The Director, (b) (6) is extremely rude to not only her staff members but also the parents. Any time I try to contact her, she constantly rushes me off the phone or out of her office and she interrupts me, talks over me, etc. There have been multiple

occasions where I have discussed concerns I have with her and she has dismissed them without addressing them. Also, she tells me "It is not my job to sit down and meet with parents like this. I am doing you a favor by taking time out of my day to sit down with you, but you are not appreciative or understanding of what all I do here." That is completely unprofessional and extremely infuriating for me. I have raised concerns about specific caregivers with her and she cuts me off and tells me those caregivers aren't in my children's rooms. Those caregivers ARE in my children's rooms, though, and regardless it still needs to be addressed whether it's my kid or someone else's!

**Customer Name:** (b) (6)  
**Customer Phone:** (b) (6)

**Customer Email:**

(b) (6)

**Follow-Up Notes :** 7/31/2019; Forwarded to (b) (6) for review

**Follow-Up Manager:** (b) (6)

**Type of Customer Contact:** Other

**Date Follow-Up Entered:** 31 Jul 19

**Reason Contact Unsuccessful or Not**

**Latest Follow-up Action:** Forwarded to another manager

**Performed:** Other

**Date of last Follow-Up Action:** 31 Jul 19

12 Aug 19 01:34 PM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	No	No	12 Aug 19	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** My child's things are continuously "lost" at the center, even though I have them labeled with masking tape and my child's name. They mysteriously go missing from my child's cubby even though I place them in the cubby myself. When I put something in my child's cubby in the morning, there is at least one day a week, every week, where there is at least one thing missing when I come at the end of the day to pick my child up. When brought to the attention of the caregivers and front desk staff I was told to make sure I label my child's stuff (which I did!) and to not send anything of value. These things that are missing are things such as clothing items (for in case of accidents) and towels (for water play). So I am frustrated because these aren't "of value" but they're also MY CHILD'S so I'm not understanding how/why other children/parents/whoever is taking my child's things.

**Follow-Up Notes :** 8/12/2019; forwarded to (b) (6) for review

**Follow-Up Manager:** (b) (6)

**Type of Customer Contact:** Other

**Date Follow-Up Entered:** 12 Aug 19

**Reason Contact Unsuccessful or Not**

**Latest Follow-up Action:** Forwarded to another manager

**Performed:** Other

**Date of last Follow-Up Action:** 12 Aug 19

19 Aug 19 01:21 PM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC)</a>	Yes	No	19 Aug 19	<a href="#">Followup Details</a>
-----------------------------	--	-----	----	-----------	----------------------------------

(Kaneohe Bay, Bldg 6782, McLennan Drive)				
--	--	--	--	--

**Comment:** Let me start by clarifying, the rating of the employee/staff attitude is based on that of the director, (b) (6). Approximately a month ago when I went to drop my kids off at school, pick them up for an appointment and return them, there were several police officers and other local agencies to include CPS along with a parent from my son's classroom and a teacher from my child's classroom. One could only assume there was an abuse allegation. When I asked the director as it has a direct relation to my life as my child is in the classroom and interacts with the teacher, she blew it off. Fast forward to about 2 weeks later, I received a sticky note from my child's teacher in the delta pod regarding his behavior. Not only was it not an appropriate form of communication, it was disheartening to see this type of anger in my child from an unstructured environment. Back in December, we had a parent & staff meeting, where (b) (6) proclaimed her focus was going to be on the preschool classes because that was "her specialty, she loved this class." She said she was hiring a 4th teacher for that classroom. Fast forward 8 months, there is no 4th teacher in the room, only teachers that keep cycling in and out. Once I received this letter, that was the last straw. I went and immediately removed my child from the program. Now we are a military family with a working spouse, these programs are established to provide us with care for our children, yet, I am left with the decision to keep my child in the classroom full of chaos or find alternate care. This should not be a stress of a parent. There should be adequate facilities with adequate staff and management where are children are properly cared for. (b) (6) asked that I keep him in the school and she would get to the bottom of this. I told her no way, we have been working on this classroom since December with no change. I brought up the fact that my child is still being FORCED and THREATENED to take a nap. The issue of the nap situation was also addressed in our parent/teacher meeting in December. I am starting to understand why participation is so low in these meetings; they are not effective, a place for parents to speak of issues and management to put on the front that the issue will be addressed, but no action plan. Based on a 2018 study from the American Academy of Pediatrics, it is developmentally appropriate for children to phase out of napping between the age range of 4 and 5. If there is medical evidence that supports the elimination of naps, why are our children continuing to be forced to nap? My son would tell me when I picked him up, they said if I didn't nap I could not do water play. And even on the sticky note that was provided to me, provided my child with an alternative either nap and read your book OR read your book first then nap. Both options requiring him to nap. If I were management and preschool was my specialty, I would spend my day in the classroom until it was ran to meet the standards of the MCCS. On Friday, 8/16/19, there were notes plastered on every door and the front for parents to clean out everything in the child's cubby (my younger baby still goes to the CDC, she is 16 months). I posed the question of why to (b) (6) and she stated that "oh some parents just don't take their kid's stuff home." When I enter the school this morning, 08/19/2019, there is a notification of lice in the classroom. I once again, ask "Oh this must be why we cleaned the cubbies out on Friday." Again, I am given a stuttered lie. I do not care that there is lice in the school, just be up front and honest -

"Yes we were getting all the details on Friday, but have a confirmed case." This is for the safety of everyone. Lice spreads like wild fire, we can work together as a team to prevent it when parents have the truthful information up front. Integrity is telling myself the truth, honesty is telling others the truth; it would be nice if Laulima's management could adopt this policy.

Customer Name: (b) (6)  
Customer Phone: (b) (6)

Customer Email: (b) (6)

Follow-Up Notes : 8/19/2019 forwarded to (b) (6) for review

Follow-Up Manager: (b) (6)

Date Follow-Up Entered: 19 Aug 19

Latest Follow-up Action: Forwarded to another manager

Type of Customer Contact: Other

Reason Contact Unsuccessful or Not

Performed: Other

Date of last Follow-Up Action: 19 Aug 19

28 Aug 19 08:33 PM CT	<a href="#">MCCS - Child Development Center – Laulima (LCDC) (Kaneohe Bay, Bldg 6782, McLennan Drive)</a>	Yes	No	28 Aug 19	<a href="#">Followup Details</a>
-----------------------------	---	-----	----	-----------	----------------------------------

**Comment:** On three Separate occasions I have picked my son up from the CDC and his eyes were puffy. It looked as if he had been crying for long periods of time. Initially I assumed he had just not been adjusting well but after the second incident I realized that's not the case. Each time I noticed his eyes were puffy I asked the teacher if he'd been crying all day or was scratched in the face, or maybe his eyes were irritated from the tummy time Mat. She said no he wasn't crying all day and he had a "good day". I tried nursing him shortly afterward and he didn't want to nurse, he could barely open his eyes bc they were so puffy! When I got home he slept for 6 hours straight. Yesterday was the same thing. I picked him up and his eyes were puffy. He was so tired all he did was sleep when he got home. I understand that babies cry, but he's only two months old, there needs to be a solution for this problem. The most my son has cried was a 30 minute car ride and his eyes were never puffy. Only when I started sending him to the CDC did this all start. For his first week I called everyday to check in and each time it was "he's doing fine or ok" however that clearly wasn't true. I also said if I needed to I would come back to pick him up if he didn't seem to be doing well. I spoke with the assistant director and she seemed adamant about finding a solution to this problem and speaking with the teachers about my concerns. But as for now I'm not comfortable with dropping him off at the CDC and I have requested for a classroom change when a spot becomes available.

Customer Name: (b) (6)  
Customer Phone: (b) (6)

Customer Email: (b) (6)

<b>Follow-Up Notes :</b> 8/28/2019 forwarded to (b) (6) for review	
<b>Follow-Up Manager:</b> (b) (6)	<b>Type of Customer Contact:</b> Other
<b>Date Follow-Up Entered:</b> 28 Aug 19	<b>Reason Contact Unsuccessful or Not</b>
<b>Latest Follow-up Action:</b> Forwarded to another manager	<b>Performed:</b> Other
	<b>Date of last Follow-Up Action:</b> 28 Aug 19

[Close Window](#)

---

## Follow-up Submission Summary for Marine Corps Base Hawaii

[Download Excel](#)

[Print this page](#)

Date range of submissions : 01 Jan 15 - 07 Oct 19

(Calculations based on business days)

- Only DISSATISFIED submissions are included in this report

46 submissions

Show full comments: ☐ Off ☒ On

<a href="#">Submission Date</a> ▾	Service Provider	<a href="#">Followup Requested</a>	<a href="#">Customer Satisfied</a>	<a href="#">Followup Date</a>	
11 Mar 15 12:24 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	13 Mar 15	<a href="#">Followup Details</a>
<p><b>Comment:</b> I am extremely dissapointed in the day in and day out out operations of the Kupulau CDC. While I agree the staff is cordial they are extremely incompetent and have really adopted the "Aloha" mindset of "We don't really care and we'll look into it when we can". Most recently the policy for payment will be changing and parents will begin to be charged after the child has been there over 50 hrs a week. I believe it is extremely important that while the daycare itself did not make this policy change every parent should be made aware. Just putting a stack of papers on your front desk is UNSAT! Every child has a cubby or mailbox, lets make the extra 10% effort and put important info such as this in those mostly unused boxes! During tax season I asked when the daycare tax paperwork would be made available. The clerk said it already was but only upon request. Never once did they put that information out or even have a sign. Thank goodness I relay all this information to my junior personnel and first time parents who often don't know what to ask. This staff needs to redirect their priorities and actually ASSIST the military family. Worst CDC my child has ever attended!</p> <p><b>Follow-Up Notes :</b> I received your feedback on Kupulau CDC's notification process and agree that important information that directly impact families should be handled in a matter that provides the best chance of awareness. I've spoken with the Kupulau CDC Director, who in hindsight, also agrees, and has taken steps to place the notifications in the mailboxes, and to verbally communicate with families in regards to the Premium Fee letter. While I can only apologize that this was not initially done, I appreciate you bringing it to my attention. In regards to the end of year tax statement, it is made available upon request, as families are provided receipts with each payment, that lists the same information. However, a payment sign will be posted to alert those families who may have lost receipts that the option to obtain the statement is available. Thank you again for bringing this to my attention. R/ (b) (6) Administrator, Children, Youth &amp; Teen Programs Marine Corps Base Hawaii</p>					

<b>Follow-Up Manager:</b> (b) (6) <b>Date Follow-Up Entered:</b> 16 Mar 15 <div style="text-align: right;"><b>Date of last Follow-Up Action:</b> 13 Mar 15</div>					
28 Apr 15 01:26 AM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	30 Apr 15	<div>Followup Details</div>
<p><b>Comment:</b> I am a parent, my child goes to Kupulau. I don't appreciate when I come to drop of my child of/pick up getting an attitude from the girl at the front desk, nor do i like hearing management talking badly about it's employees. Things like this make me not want to have my child enrolled at the CDC. Management should not be talking badly about employees especially in the front where parents walk in and out throughout the day. On this particular day I overheard an employee and management talk about how certain employees are lazy and do not know how to do their jobs, that they are too busy standing around instead of watching the children. Whether or not the employees were actually doing this, it still should be said where a parent can hear it. That makes me think my child is not safe to be at the CDC if management says things like this about it's employees.</p> <p><b>Follow-Up Notes :</b> To Whom It May Concern. Thank you for taking the time to bring this to our attention. The site Director has been alerted to this concern, and agrees that this should not be occurring. Please know that your concern has not been taken lightly, and that appropriate attention will be given to enhance the level of customer service and professionalism offered. R/ (b) (6) Administrator, Children and Youth Programs</p> <p><b>Follow-Up Manager:</b> (b) (6)  <b>Date Follow-Up Entered:</b> 01 May 15  <b>Latest Follow-up Action:</b> Forwarded to another manager  <div style="text-align: right;"><b>Date of last Follow-Up Action:</b> 30 Apr 15</div></p>					
20 May 15 08:08 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	21 May 15	<div>Followup Details</div>
<p><b>Comment:</b> there are bugs all over the floors where the children play. The teachers are also very rough when handling children.</p> <p><b>Follow-Up Notes :</b> Auto-Completed</p> <p><b>Follow-Up Manager:</b> (b) (6)  (b) (6)  <b>Date Follow-Up Entered:</b> 21 May 15  Reason Contact Unsuccessful or Not Performed: Contact information not available  <b>Date of last Follow-Up Action:</b> 21 May 15</p>					

13 Jul 15 07:54 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	17 Jul 15	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** As a single parent of more than one kid and on active duty, I don't understand how I have to pay \$15.00 per kid every year to update their Cards that are used to log them in. I can comprehend if I lose them, damage them or per household but not as a renewal card for each child every year. As a single parent I'm already somewhat force to stay within the CDC due to my job but also deal with yearly rates increase in October and for them calculating a portion of BAH as income when base housing takes it all. This is the first time a CDC has asked for an annual fee(card renewal fee) per child in my military career and I find it repulsive how the CDC continues to find avenues to chard more money on this that they should provide for mbrs being enrolled.

**Customer Name:**  
**Customer Phone**

(b) (6)

**Customer Email:**

(b) (6)

**Follow-Up Notes :** (b) (6) I received your comment card in reference to your concern with Child and Youth Program (CYP) fees, to include the annual \$15 registration fee, and will provide feedback as requested. CYP fees are established at the OSD level and are reviewed and approved by the Commanding Officer, prior to them being placed in effect. Once CYP has the fees, it is our role to implement and assist families in understanding how their fees are calculated. Prior to 2014, MCB Hawaii child care fees remained stable from 2010 forward, and when fees were increased in 2014, it was increased by \$1-\$2 per week per category. MCB Hawaii has also maintained a low annual registration fee of \$15, which offsets the cost of printing materials and other administrative cost, to include updating the CYMS database system. Military child care, when compared to our civilian counterparts, offers the most economical cost and the highest quality of care, with each facility being nationally accredited. In regards to why BAH is utilized to determine total family income, MCO 1710.30E (and the DoDI 6060.2) states, "Each CYP shall annually verify the total family income (TFI) and adjust individual fees accordingly. Installations shall use the Basic Area Housing (BAH) Type II chart provided annually by ASD (FM&P) to determine total family income." When the CDC staff is calculating BAH as a part of the TFI, they are adhering to the above order. As a Program, we value our service members and their families. At no time do we want families to feel as if they are forced to utilize our services. Our primary goal is to meet the child care needs of our service members. HQMC provides a host of resources and support for CYP to enhance each child's individual development. CYP staff are trained and prepared to provide quality support and care and are in tune to the dynamics of military children. We recognize that parents have options, and appreciate their decision to utilize our Program. Should you have questions or need additional information, you are welcome to contact me at 808-257-7340. Sincerely, (b) (6)  
Administrator, Child & Youth Programs MCB Hawaii

**Follow-Up Manager:** (b) (6)

**Date Follow-Up Entered:** 21 Jul 15

<b>Latest Follow-up Action:</b> Forwarded to another manager		<b>Date of last Follow-Up Action:</b> 17 Jul 15			
14 Jul 15 05:48 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	15 Jul 15	<a href="#">Followup Details</a>
<p><b>Comment:</b> I went in to check out the programs a few weeks ago and the attitude of the lady at the front desk was awful. She was snooty and rude. The facility its self looked as if it needed serious cleaning. I would never put my child in those peoples care.</p> <p><b>Follow-Up Notes :</b> To Whom It May Concern, I understand that first impressions are often lasting impressions, but I truly hope that you would come back and give us a second chance. While the Kupulau CDC is an older facility, it was recently painted, and the staff is in the process of rehanging their lobby displays and boards. The custodial team at Kupulau is working in conjunction with the managers to get all items rehung and to ensure that the facility presents a warm and inviting atmosphere. In addition to the displays, the program receives monthly unannounced health and sanitation inspections, and have continuously passed with no discrepancies. As for the customer service you received, being snooty and rude is never appropriate. I has addressed your concern with the Director of Kupulau CDC, who is communicating with all of her staff, the importance of quality customer service that provides a professional impression in each interaction. R/ (b) (6) Administrator, Child &amp; Youth Programs</p> <p><b>Follow-Up Manager:</b> (b) (6)</p> <p><b>Date Follow-Up Entered:</b> 15 Jul 15</p> <p><b>Latest Follow-up Action:</b> Forwarded to another manager</p> <p><b>Date of last Follow-Up Action:</b> 15 Jul 15</p>					
23 Jul 15 01:06 AM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	Yes	No	27 Jul 15	<a href="#">Followup Details</a>
<p><b>Comment:</b> my daughter has been attending kapulau cdc for about three months now and the "accidents" are on my last straw. There had been about 6 different occasions she comes home with marks, scratches and bruises. She attended the CDC in my last duty station since she was born so about 3.5 years and there she had less accidents than she has had here. I hate that all the front desk will say is "will notify the supervisor" but it keeps on happening. Today I noticed a black bruise on her nose and she told me another kid threw a block at her. She has had scratches on her face and chest or bruises on her arm , leg and today nose but yet an official accident report has been given to me about 2 times. As a parent this is extremely important to me and it makes me furious. I'm sure no parent wants to pick up their child with bruises 6 times in three months. I am not going to remove her to "solve" the problem this is a problem they need to fix. Her class room is bravo 1. At this point I don't know what to do. I am trying to prevent myself from letting my anger get to me next time there's a new accident.</p>					

Customer Name: (b) (6) Customer Email: (b) (6)  
 Customer Phone: (b) (6)

**Follow-Up Notes :** (b) (6) As individuals and as a Program, we do not want to see any child injured. Our staff receive ongoing training on safety awareness and child safety, and we strive to prevent accidents from occurring, although they will still sometimes happen. I fully understand your concerns and have communicated with the Kupulau CDC Director, (b) (6) who will contact you at the number provided to discuss your concerns in detail. R/ (b) (6) Administrator, Child & Youth Programs

**Follow-Up Manager:** (b) (6)  
**Date Follow-Up Entered:** 28 Jul 15  
**Latest Follow-up Action:** Contacted Customer **Date of last Follow-Up Action:** 27 Jul 15

28 Oct 15 04:13 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	Yes	No	29 Oct 15	<a href="#">Followup Details</a>
-----------------------------	---	-----	----	-----------	----------------------------------

**Comment:** None

Customer Name: (b) (6) Customer Email: (b) (6)  
 Customer Phone: (b) (6)

**Follow-Up Notes :** (b) (6) CYTP Director will contact customer but it will be handled off-line.

**Follow-Up Manager:** (b) (6)  
**Date Follow-Up Entered:** 28 Oct 15  
**Latest Follow-up Action:** Contacted Customer **Date of last Follow-Up Action:** 29 Oct 15

28 Oct 15 11:13 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	Yes	No	30 Oct 15	<a href="#">Followup Details</a>
-----------------------------	---	-----	----	-----------	----------------------------------

**Comment:** It's been brought to my attention that my daughter can not wear a costume to school or call it "Halloween" or call it Christmas. Why in the world do I have to stop my child from exercising what we believe in because other parents don't celebrate such things. If parents choose not participate in these believes then that's fine, no one is asking them to dress their child accordingly or call a day a certain word. But for those of us who do believe in these days it's completely outraging to have to ask our children to be careful what they wear or what they name a day. If safety is really the concern, then state specifically for parents not to let their child bring in sharp objects ie swords, ninja stars, magic wands, extra accessories items etc. however, it is instated that no costumes will be allowed at all. Why do I have to take the excitement away from child when she is

just as entitled as anyone else?. Myself and other other parents wonder why we can't let our children dress up. If this is some type of base order which I highly doubt then this needs to be addressed. Other options can be thought of other than denying a child the right freely exercise their beliefs for example, open a room where children that don't believe in Halloween will stay for the day and open another room where children do participate in Halloween will stay for the day. Overall, my child had the right to dress up as much as others choose no to.

**Customer Name:** (b) (6)

**Customer Email:**

(b) (6)

**Follow-Up Notes :** To Whom It May Concern: As a Program founded on developmentally appropriate practices, we adhere to an anti-biased curriculum. While we recognize and respect the varying views and beliefs of all individuals, our curriculum remains neutral out of fairness to all, by maintaining our focus on the development of the child. Throughout the month of October, there was a host of learning that took place, centered around pumpkins, the harvest, and the color orange, in addition to other special activities. Although we do not incorporate bats, ghost, witches, etc. into our curriculum, we do not restrict children on their ability to extend Halloween greetings to each other, if they choose too. We also welcome and encourage parents to continue their specific traditions, customs, and beliefs, as it is what makes us unique individuals. R/ (b) (6) (b) (6) Administrator, Child & Youth Programs Marine & Family Programs

**Follow-Up Manager:** (b) (6)

**Date Follow-Up Entered:** 02 Nov 15

**Latest Follow-up Action:** Contacted Customer

**Date of last Follow-Up Action:** 30 Oct 15

02 Nov 15 10:45 AM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	03 Nov 15	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** Kupalau CDC had school pictures this fall while Laulima did not. This is discrimination. If I had known, I would have moved my child to the other CDC. Our family has been looking forward to school pictures for months, and now we are being told that they only offered them to the other CDC! Fall and Spring school pictures are special, so why are you considering children enrolled at Laulima inferior to the point that they don't deserve school pictures?! Why are Kupalau's kids held in higher regard and given better treatment with the opportunity to have school pictures?!

**Follow-Up Notes :** To Whom It May Concern: The decision to have pictures once per year for Laulima CDC was due to the lack of interest by parents during the spring 2015 picture taking. It was expressed by parents that twice a year is not beneficial. Plus, the disruption of the daily routines can be stressful for the children. As of date, Laulima CDC has not had a parent request otherwise. Kupalau CDC holds pictures once per year as well, typically in the fall. All families are being considered. Kupalau CDC has made

pictures available to the families of Laulima CDC to take pictures in the fall and Laulima CDC will make it available to Kupulau's families to have pictures taken in the spring. There is no discrimination in this decision. R/ (b) (6) Administrator, Child & Youth Programs Marine Corps Base Hawaii

**Follow-Up Manager:** (b) (6)

**Date Follow-Up Entered:** 04 Nov 15

**Latest Follow-up Action:** Forwarded to another manager

**Date of last Follow-Up Action:** 03 Nov 15

02 Nov 15 08:08 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	03 Nov 15	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** communication issues definitely need to be resolved. I never know what's going on or get any sort of notice for anything, such as a tuition increase. The attitudes of employees in the office and preschool rooms need a huge adjustment, I'm tired of putting up with it. My kids are being pulled out of this horrible place asap!

**Follow-Up Notes :** Auto-Completed

**Follow-Up Manager:** (b) (6)

(b) (6)

**Date Follow-Up Entered:** 03 Nov 15

**Reason Contact Unsuccessful or Not Performed:** Contact information not available

**Date of last Follow-Up Action:** 03 Nov 15

10 Dec 15 11:04 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	Yes	No	11 Dec 15	<a href="#">Followup Details</a>
-----------------------------	---	-----	----	-----------	----------------------------------

**Comment:** This afternoon, as my wife was picking up my daughter from the CDC, she was approached by a CID Agent (who was also in the company of a uniformed "civilian" base police officer) about a complaint that was made by an anonymous member of the CDC staff about some "concerning" physical behavior that was apparently being displayed by my daughter while under the care of the CDC staff. Although completely caught off guard, my wife elected to provide any information to the agent that was necessary and began what ended up being approximately a 10 minute conversation about my daughter. This conversation took place in the quad-like area of the facility and within line of sight of the classroom that my daughter is cared for during the day. As the conversation progressed, my wife noticed two CDC staff members from my daughter's classroom peering at her through the window and she also noticed that the tone of the conversation and inappropriate location allowed all those that passed by to easily listen to the exchange between her and the agent. While I applaud the staff for what may very well be a genuine concern for the welfare of my daughter, I completely disagree with the way the staff elected not to converse with my wife and I about this matter and instead contacted an agency which resulted in my wife being questioned in a public environment

with staff members of the CDC serving as on-lookers. No one will ever provide the amount of care and concern for my children that my wife and I will give as they always have been and always will be our primary concern as parents. Each time that I have dropped my daughter to the CDC I have been greeted by every member of the staff and they have taken the time to greet my daughter as well. Never was any behavior (appropriate or inappropriate) brought to my attention. Yesterday, my wife received a copy of an incident report concerning a scratch on my daughter's collar bone that apparently occurred while under the care of the CDC staff earlier in the week, and neither she or I received a phone call from the staff members about the incident on the day that it happened, a verbal brief from the staff on the day that it happened, or e-mail communication from the staff on the day that it happened. My wife took the time to write the words "Did not receive a phone call" on the notification slip as it was days after the fact. If there were ever a perceived issue with any of my children then I would expect it to be formally addressed by any care facility or school that they may attend throughout the day so that my wife and I would be armed with the information to seek any assistance that our children may require. The manner in which this was handled was completely unprofessional and my wife and I will be seeking a new care facility for our daughter as a result of this incident.

**Customer Name:**

(b) (6)

**Customer Email:**

(b) (6)

**Customer Phone:**

**Follow-Up Notes :** Customer comment will be contacted, however it will be handled offline, as this is a confidential matter. (b) (6) have all seen this comment.

**Follow-Up Manager:**

(b) (6)

**Date Follow-Up Entered:** 11 Dec 15

**Latest Follow-up Action:** Forwarded to another manager

**Date of last Follow-Up Action:** 11 Dec 15

08 Feb 16 01:31 AM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	Yes	No	09 Feb 16	<a href="#">Followup Details</a>
-----------------------------	---	-----	----	-----------	----------------------------------

**Comment:** On 29 January I turned in a Health Form and IAT request for my son to be on a Gluten Free Diet at Kupulau CDC. I turned the form in at Resource and Referral, at which time I made an appointment for 1 February to discuss the plan with the various team members. The conference was held at 0900 on Monday, 1 Feb - the nurse from Kupulau was in attendance. By Friday, 5 Feb, my son still has not been given Gluten Free menu items. Is CDC not to comply with doctor's orders? Why is the staff not trained within 24 hours of receiving IAT? The staff that actually watch the babies really seem to care. They develop a relationship with the parents and kids and communicate in such a way that I found out about the diet not being started. This is not true for the unpleasant staff at the front desk - one of whom was at the IAT meeting and has made no follow-up to see if the diet has improved symptoms discussed at meeting. Why do the

staff need to know WHY I'm excluding a food from my child's diet if no follow-on discussion is made with them? Clearly the IAT system is garbage. The people responsible for passing the information to the care takers aren't doing it. I definitely request a response. I am TAD to Okinawa, so unfortunately, e-mail is the only means by which I can be reached. (b) (6) (alternate e-mail)

**Customer Name:** (b) (6)  
**Customer Phone:** (b) (6)

**Customer Email:**  
(b) (6)

**Follow-Up Notes :** (b) (6) I have received and communicated with the Management staff at Kupulau CDC in regards to your Interagency Comment Evaluation (ICE). In speaking with the Assistant Director, (b) (6) she has confirmed that there was a delay in the direct care staff receiving the Inclusion Action Team (IAT) training, but assures me that the training has been provided. While there was a conflict in communication, which has been identified and corrected, this is not the norm. If the IAT is pending completion, the center should, and normally do, provide initial training on the specific need, followed by a more in depth training that is specific to the child and his or her needs and accommodations, upon completion of the IAT. This is done to allow us to provide immediate accommodations while waiting for the final IAT notes or food deliveries. The needs of your child are a priority, and this break down in communication was neither intentional nor acceptable, and has not been taken lightly. The Kupulau CDC Director, (b) (6) is also aware and has communicated with the Training & Curriculum Specialist to ensure that delays in meeting care needs and in providing staff the appropriate training toward meeting the needs of the children in their care, is never delayed. I appreciate you taking the time to bring this to my attention, and can only apologize to you and your family for the communication gap and the impact to your family. R/ (b) (6) Administrator, Child & Youth Programs Marine Corps Base Hawaii

**Follow-Up Manager:** (b) (6)

**Date Follow-Up Entered:** 11 Feb 16

**Latest Follow-up Action:** Contacted Customer

**Date of last Follow-Up Action:** 09 Feb 16

06 Apr 16 12:54 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	06 Apr 16	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** Since my child has attended this CDC the kitchen has not been functional. Why is this not a priority (it has been months). I guarantee that the mess halls wouldn't go months without functioning equipment, why are our children not held in the same importance? This is unacceptable and disgraceful.

**Follow-Up Notes :** Auto-Completed

**Follow-Up Manager:** (b) (6)  
(b) (6)

**Reason Contact Unsuccessful or Not Performed:** Contact

<b>Date Follow-Up Entered:</b> 06 Apr 16      information not available <b>Date of last Follow-Up Action:</b> 06 Apr 16					
03 May 16 09:00 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	03 May 16	<div>Followup Details</div>
<p><b>Comment:</b> Child abuse from caregivers is not taken seriously and are still employed at Kupulau cdc. I will be pulling my kids out as I do not feel they are safe.</p> <p><b>Follow-Up Notes :</b> Just to give you feedback on this ICE. The caregiver in question was accused by a parent and a report was filed with FAP. The employee was immediately removed from the site and placed at 5082 during the duration of the investigation. At the conclusion of the investigation the caregiver was returned to her position for a few days, but was soon placed back at 5082 due to a works comp restriction. Recently the caregiver was cleared by worker's comp and is back at Kupulau. The parent thought that the caregiver, whom she wasn't seeing, had been dismissed. (b) (6) is re-emphasizing this with the mother, to let her know that all allegations are taken serious. R/ (b) (6) (b) (6) CYP Director</p> <p><b>Follow-Up Manager:</b> (b) (6)</p> <p><b>Date Follow-Up Entered:</b> 04 May 16  <b>Latest Follow-up Action:</b> Forwarded to another manager  <b>Date of last Follow-Up Action:</b> 03 May 16</p>					
17 May 16 03:59 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	Yes	No	18 May 16	<div>Followup Details</div>
<p><b>Comment:</b> I am making a complaint in regards to how long it takes to become an in home child care provider. I arrived here on July 1st of 2015 and moved into base housing on the (b) (6). Since September of last year my wife has been trying to become an in home child care provider. She has had all of her inspections and cleared the background check that was in place when she first applied. The same background check that current providers are still operating under. In January a new background check was put in place which I believe is a CNACI. Current providers are still authorized to remain open under the old investigation and my wife is being made to wait until the CNACI is cleared. My wife has invested a lot of time and money in getting the house set up to be an in home child care provider and 9 months later she is still not able to open her doors for business. She has been asked to continue to hold out because the base is in desperate need of in home child care providers. If this is the case, and there is such a desperate need for in home child care this process needs to be looked into to streamline the process. I don't see why anyone would want to invest this much time and money into this if they knew up front how long it would take to actually open their doors and start making money. I would ask that my wife be able to operate under the same background</p>					

investigation as the current providers since they are allowed to keep their doors open pending the CNACI.

**Customer Name:**

(b) (6)

**Customer Email:**

(b) (6)

**Customer Phone:**

**Follow-Up Notes :**

(b) (6)

I have received your customer comment card in regards to the lengthy process of becoming a Family Child Care Provider. All CYP Staff, FCC Providers, and those who regularly work with children, are required to complete the IRC background check prior to working with children. They must also have a favorably adjudicated CNACI. CYP Staff may work in the Line of Sight Supervision (LOSS) while waiting on the CNACI adjudication. However, LOSS can only take place in a setting where there are adjudicated staff available to provide oversight supervision to those without adjudication. Current FCC Providers who had already completed and passed the background check requirements, were allowed to maintain their operations, as determined by HQMC CYP. While the background check process typically takes three to four months, it can vary from person to person, depending on the outcome of the background investigation. In addition, the 2015 OPM breach had a direct impact on the database system which background checks are processed. Because of this, CYP as a whole across the Marine Corps has felt the impact of delays in processing background checks. The MCCS Human Resource Office here at MCBH has worked diligently with HQMC to speed up this process, to include obtaining an adjudicator in the HR Office. It is my hope that you, nor your wife, give up the desire to operate a FCC home, as the installation and the multitude of families can always benefit from having a Provider who offers a warming and caring family child care setting. Respectfully, (b) (6)  
Family Care Branch Head Administrator, Child & Youth Programs Marine Corps Base Hawaii

**Follow-Up Manager:**

(b) (6)

**Type of Customer Contact:**

**Date Follow-Up Entered:** 19 May 16

Combination (ex: email and telephone)

**Latest Follow-up Action:** Contacted Customer

**Date of last Follow-Up Action:** 18 May 16

03 Jun 16 02:45 AM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	03 Jun 16	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** This comment is regarding the pre school programs. They are not providing "pre school" learning. How can children learn in these classes with 3 year olds right out of a toddler class and 5 year olds in the same room? There is a reason children are separated by age in every other classroom setting, why not for preschool? This mixture of completely inappropriate age groups together is unfair for all of the children in these rooms. This policy needs to be reconsidered. We talk all the time about the importance of our military children and the sacrifices they make. Why in the most critical years of their social learning and transition into school is their well being not at the forefront? If

the answer this question is that the wide age mixture is more economical then perhaps priorities need to be reevaluated.

**Follow-Up Notes :** Auto-Completed

**Follow-Up Manager:** (b) (6)

(b) (6)

**Reason Contact Unsuccessful or Not Performed:** Contact information not available

**Date Follow-Up Entered:** 03 Jun 16

**Date of last Follow-Up Action:** 03 Jun 16

15 Jun 16 10:11 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	19 Jun 16	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** When I got a job I thought finding childcare would be easy. I was wrong. The associates working at resource and referral are less then useless. They show no empathy nor are they willing to help you solve problems that I believe is part of their job description. If I'm wrong, they need to be more informed of who can help me. I've been in contact with resource and referral for months trying figure out who will care for my child while I'm working. I'm constantly getting the run around and told different things that make no sense. Its not fair that the CDC will only care for your children for full time. I'm in a situation where more financial stability would be positive for my family but because of the CDC and the lack of care they provide, I doubt my child will ever be cared for there.

**Customer Email:**

(b) (6)

**Follow-Up Notes :** To Whom It May Concern, I have received your comment card and would like to communicate with you directly, as it is hard to assist you when I do not know your need, eligibility, or priority level . Nor do I know what information was shared by Resource and Referral. If you would like to communicate further, you may contact me at 808-257-7340. I stand ready to assist you. R/ (b) (6) Family Care Branch Head Administrator, Child & Youth Programs Marine Corps Base Hawaii

**Follow-Up Manager:** (b) (6)

**Type of Customer Contact:** Email

**Date Follow-Up Entered:** 21 Jun 16

**Latest Follow-up Action:** Contacted Customer

**Date of last Follow-Up Action:** 19 Jun 16

05 Jul 16 06:27 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	Yes	No	05 Jul 16	<a href="#">Followup Details</a>
-----------------------------	---	-----	----	-----------	----------------------------------

**Comment:** I don't understand how an internship program is not considered work! I am a working mother of four who has been been denied full day child care (for my youngest)

because I am not receiving a paycheck. I now face the possibility of being dropped from this internship program which would have eventually landed me a job. What sense does this make? Please help!

**Customer Name:** (b) (6)  
**Customer Phone:** (b) (6)

**Customer Email:**

(b) (6)

**Follow-Up Notes :** (b) (6) As previously discussed during your phone call with the Resource & Referral Coordinator and myself, Child & Youth Programs adheres to the eligibility priorities outlined in the Department of Defense Instructions (DoDI) 6060.02, which determines the priority in which children are placed in the program. As explained during our conversation, households with a non-working spouse is eligible for care, and is placed on the waiting list according to the eligibility category that fits their current status, as with all patrons. When asked about your eligibility, you stated that you work but don't get paid. I suggested that you get a letter from the company (Red Cross) you work for, to show that you are employed by them and work a minimum of 30 hours per week. I also took the time to clarify your concern of being denied care because of your non-paid status by stating that your ability to pay for care was not in question as I do not know your financial ability. I also provided you, as is standard, 48 hours to provide the documentation, as the space cannot be held continuously. At this time, we are waiting on you to provide the documentation to show that you are working, whether paid or not. Please allow me to state once again, that you have not and are not being denied for care, but will be placed in care based on your eligibility category, and if your name is next on the placement list, confirmation of your working status is needed to offer you the space.  
R/ (b) (6) Family Care Branch Head Administrator, Child & Youth Programs

**Follow-Up Manager:** (b) (6)

**Date Follow-Up Entered:** 07 Jul 16

**Latest Follow-up Action:** Contacted Customer

**Date of last Follow-Up Action:** 05 Jul 16

12 Jul 16 08:47 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	Yes	No	15 Jul 16	<a href="#">Followup Details</a>
-----------------------------	---	-----	----	-----------	----------------------------------

**Comment:** Upon arrival for picking up my 4 month old son on 20160711 at or around 1810 my wife found herself completely distraught from the status she found him in. When she entered the room she found my son face down on the floor with no caretaker in range of him. He has vomit on his face that ran down to both of his ears and then dried up so it was there for sometime. Also he had a bowel movement that had come up and out of his diaper that had soaked his clothes, stained the carpet and had yet to be replaced. The only caretaker in the room was "busy" with another child. I am shocked and deeply disturbed by the actions of the CDC. So many alarms are going off in my head when my wife spoke to me about this. Sudden Infant Death Syndrome (SIDS) is a very real threat to any infant and to see such a disregard for my child's safety does not sit well with me. The possibility that he could of suffocated on his own vomit kept me up

for hours last night. Forgetting the fact that these civilians are paid to provide a service that obviously failed I bring to the light the argument of a parent. I would expect any parent to have the same level of discomfort and possible hostility towards the CDC if their child were found in this state. If it has happened to my son how many others could be living with the same issue. All of the families on this base who use the CDC is putting all of their trust in the caretakers to provide the best and safest environment for their children. With the constant video monitoring happening that the caretakers in each of the rooms have cannot fathom how his situation occurred. We are blessed enough that my wife came when she did before anything else could of happened. My son has no voice. He cannot communicate or comprehend the issue with this situation so I have to be his voice. Something more than just retraining the staff needs to be done. We were lucky this time. I pray there will not be a next.

**Customer Name:** (b) (6)  
**Customer Phone:** (b) (6)

**Customer Email:**  
 (b) (6)

**Follow-Up Notes :** This comment was forwarded to and received by the appropriate Service Provider for action.

**Follow-Up Manager:** (b) (6)

**Date Follow-Up Entered:** 15 Jul 16

**Latest Follow-up Action:** Forwarded to another manager

**Date of last Follow-Up Action:** 15 Jul 16

19 Sep 16 11:50 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	20 Sep 16	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** I find it inappropriate that on multiple occasions my child was found with another child with their pants down and the management of Kupulau CDC has done nothing about it. The caregivers in my daughters class have done everything they can to prevent this but this child needs extra help, and management isn't doing anything about it so when will this be enough. These children are 2 years old and shouldn't be engaging in such inappropriate acts. I will never recommend Kupulau to another parent again. My child doesn't view anything that is inappropriate for a 2 year old. I should feel safe dropping my child off to her class but instead I have to go to work worrying about my child being violated.

**Follow-Up Notes :** No contact information provided for customer comment. Forwarded to (b) (6) Family Care Branch Director and Esta Staples, Marine & Family Programs director for further review. I know a response isn't needed, but wanted to ensure everyone that the Managers at Kupulau is working with this 2 year old's family. I spoke to the Assistant Director yesterday afternoon in regards to this particular situation. The Assistant Director also communicated with the other child's parent. Looks like we'll need to ensure this family that appropriate steps are being taken. Thanks for the info. R/

(b) (6) Family Care Branch Head Administrator, Child & Youth Programs  
Marine Corps Base Hawaii Phone: (808)257-7340 Fax: (808)257-8020

Follow-Up Manager: (b) (6) !

Date Follow-Up Entered: 20 Sep 16

Reason Contact Unsuccessful or Not Performed:

Latest Follow-up Action: Forwarded to another manager

Contact information not available

Date of last Follow-Up Action: 20 Sep 16

30 Nov 16  
12:46 AM  
CT

[MCCS - Child Development Center \(KCDC\) \(Kaneohe Bay, Bldg 6111\)](#)

Yes

No

02 Dec  
16

Followup Details


**Comment:** I am a full time student/ mom of 3. With my very full schedule and and time availability and given that my days are very fast paced, I realized that I was not contacted in regards to the CDC waitlist. I have been struggling with care since becoming a full time student, and patiently understood the time quoted for adequate care for my son. I am very frustrated with the fact that my request was cancelled without any contact. I understand that I may not be the only one but please understand with having been in the referral office almost everyday for a whole month, with trying to get my Purple Heart recipient Husbands qualifications for WW status, which was denied, you would think that the staff would do the decentsy to call before cancelling my request. I have submitted a new request and I hope they take it into consideration and put me back on the list where I was before they cancelled us out. Thank you

Customer Name: (b) (6)

Reference Number: 11/29

Customer Phone:


**Follow-Up Notes :** (b) (6) I followed this up with a phone call to the family as I've communicated with them in the past and just yesterday. In speaking with (b) (6) (b) (6) she filed the ICE the night before speaking with me. She shared that she fully understands and did not have any other questions. I would however, like to clarify her comments, which reflects negatively on R&R. (b) (6) is a Purple Heart recipient, but Wounded Warriors confirmed (in writing) that he is not with Wounded Warrior and has no need for services. Nor is his wife his full time caregiver, which is what is required for them to rate priority 1a for WW. Without verification of both of these, R&R cannot place him as priority one. R&R does not remove families from the waitlist; however, if the family doesn't update their request as required, the system (Military Child Care) will automatically notify them that they will be dropped within 10 days. This family received this notification, which was confirmed by the wife, and did not update. She was upset that no one from R&R called her, prior to her being dropped. I explained that R&R is not notified that someone is dropped or that someone cancels or add a request, as it occurs multiple times throughout a day. However, we are able to see who is on the list. I spoke with (b) (6) about child care options, to include hourly care, since care is mostly needed for when the mom is in class. When the family left they seemed more understanding, although still not happy with their priority. (b) (6) Family Care Branch Head Administrator, Child & Youth Programs

<b>Follow-Up Manager:</b> (b) (6) 		<b>Type of Customer Contact:</b> In Person			
<b>Date Follow-Up Entered:</b> 02 Dec 16		<b>Date of last Follow-Up Action:</b> 02 Dec 16			
<b>Latest Follow-up Action:</b> Contacted Customer					

20 Jan 17 10:39 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	23 Jan 17	<div>Followup Details</div>
-----------------------------	---	----	----	-----------	-----------------------------

**Comment:** I think it is inappropriate and disgusting how the staff speak about one another at kupulau. They act like children and it's not something I would want my child to be around. When we finally get use to having caregivers or really like a caregiver because of drama that caregiver is moved all because of nonsense. I wish my child would be with the same people and not constant change. As young kids I feel that is confusing for them. When they attach to one person then have them ripped away because of petty drama. I don't appreciate kupulau CDC condoning this behavior from grown women.

**Follow-Up Notes :** Forwarded to (b) (6) CDC Manager for review.

<b>Follow-Up Manager:</b> (b) (6) 		<b>Reason Contact Unsuccessful or Not Performed:</b>			
<b>Date Follow-Up Entered:</b> 23 Jan 17		Contact information not available			
<b>Latest Follow-up Action:</b> Forwarded to another manager		<b>Date of last Follow-Up Action:</b> 23 Jan 17			

11 Feb 17 02:04 AM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	13 Feb 17	<div>Followup Details</div>
-----------------------------	---	----	----	-----------	-----------------------------

**Comment:** My complaint refers to 4 separate teachers in the C1 classroom at Kupulau. Since my child began at the CDC near the end of last year, we have had multiple complaints that we have mostly kept to ourselves because we understand that the profession is difficult. The first one has to do with discipline in the classroom. We were assured upon our child's enrollment that all teachers go through training, which leads us to believe the teachers are just careless in sticking to what they are trained to do. There have been multiple occasions where, when another child was being physical or yelling at mine, that I have had to step in and ask the child not to speak to mine that way. At no point during my intervention did the lead teacher (1) step in; she simply looked at my and went about what she was doing. After bringing up the issue with an MFLC, the issue seems to have resolved but we are continuing to hear from our child (and I have overheard this myself during drop off\pick up) that teachers are threatening to "call your mom/dad" when a preschooler misbehaves. My child says that sometimes these teachers will yell it at them. If a caregiver has no other way to redirect a child than causing fear, they shouldn't be in a classroom leading 3-5 year old children. My own child failed to report a head injury this week (swollen bruise and scrape on the forehead) because she was afraid her friend who had kicked her and made her fall would get in trouble, and have his mother called. The injury on my child's face came to my attention after we left

the classroom about 1420. We went back into the class to ask the teacher about it and because my child hadn't reported it, the caregiver (2) wasn't aware. My oldest child relayed the story of the incident my youngest had just shared with us and the teacher cut her off and rudely said to my child that "he had not been there all day". The attitude and implied accusation of lying given to my children was uncalled for. Another issue is that of lunch. Sometimes the children are made to "dump" their trays if they talk too much or too loudly during the meal time. A teacher (3) that has since been moved from the classroom chose my daughter repeatedly to dump during lunchtime. My child's behavior is far from perfect but I'm certain that this couldn't be an appropriate punishment for children this age. Another serious concern we had recently was with another teacher. Our child overheard the caregiver (4) say "fucking stupid" because our child and two of her classmates were arguing over blocks. This was reported to the assistant director who said she handled the situation. While I am sure management for the CDC is great, it seems that the teachers are found to be lacking. I don't believe any teacher/classroom/development center is perfect but I don't think it is too much to ask that our children have a safe and loving place to go while we study and work. I have lost faith that Kupulau has those qualities because I have heard stories similar to mine from acquaintances who have children in other classrooms.

**Follow-Up Notes :** Forwarded to (b) (6) CDC Manager for review.

**Follow-Up Manager:** (b) (6) 

**Date Follow-Up Entered:** 13 Feb 17

**Reason Contact Unsuccessful or Not Performed:**

**Latest Follow-up Action:** Forwarded to another manager

Contact information not available

**Date of last Follow-Up Action:** 13 Feb 17

14 Mar 17 12:20 AM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	14 Mar 17	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** First off I'd like to say that the teachers in C1 are absolutely amazing. Nothing but good things to say about them, fantastic. But it's completely ridiculous that there is a child in that classroom that bullies other children AND physically hurts the teachers. My child comes home almost daily telling me that this CHILD is hitting and kicking ADULTS as well as other children. And where is your director? She obviously has done ABSOLUTELY NOTHING to stop this child. This child SHOULD NOT be in a daycare setting. I have come into the classroom to drop/pickup my child and I see this little boy throwing toys at the teachers and at other children! MY CHILD?! And what are the teachers supposed to do?! The director should've had this handled a VERY long time ago. If this continues. If my child comes home complaining about this other child or I see it again. I will go as high up as I can to insure the safety my child and others. I promise.

**Follow-Up Notes :** Forwarded to (b) (6) CDC Manager to handle offline.

**Follow-Up Manager:** (b) (6) 

**Date Follow-Up Entered:** 14 Mar 17

**Reason Contact Unsuccessful or Not Performed:**

<b>Latest Follow-up Action:</b> Forwarded to another manager		Contact information not available <b>Date of last Follow-Up Action:</b> 14 Mar 17			
15 Mar 17 12:17 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	Yes	No	15 Mar 17	<a href="#">Followup Details</a>
<p><b>Comment:</b> My son is 4 years old and attends the Tues/Thurs part day PreK at this Kupulau CDC. He is admittedly a hyperactive child, but completely normal developmentally. At the request of the family services counselor who is in his class I even took him to his doctor to be evaluated for ADHD. His primary care provider assured me that though he was hyper it still fell within a normal range for children of his age group. For the past several weeks my son has been coming home injured from class sometimes rather badly. Though I have received incident reports whenever my son has bumped into another child or done anything inappropriate I have yet to receive one report about one of his injuries. When asked about why I'm getting some of the reports that seem rather frivolous like "he rolled into another child at circle time" since the other child was not hurt I am always told that every single incident has to be reported. Which is fine, so then I ask why I'm not getting reports when he's getting injured and they simply tell me that they didn't see it. I have spoken repeatedly with the people at the front desk, with the teachers in the class over and over, with the family life counselor who was in his class, no one seems to be able to tell me why my son keeps getting injured. He has come home with rather severe bruising on his arm which she tells me another child Twisted whenever they were playing with a ball, a week and a half ago he came home and when I took his shirt off to give him a bath he had some really really severe scratching on his back which is still healing when asked he said another child grab the shirt and twisted until he fell down. Yesterday was the last straw when I showed up to pick him up and he had rope Burns around his neck. Legitimately big rope Burns I can show pictures of that are about 4 inches long and a half inch wide on one side and two inches long and 1/4 inch wide on the other side of his neck. He also had a massive knot on the side of his head that was growing even as I was there talking to the teachers so it must have just recently happened. When asked about it none of the teachers knew anything about the knot on his head one of them said he and another boy had been playing with jump ropes and had had them taken away which is where he got the burn on his neck. He did admit to me that he gave himself the injury on his neck though in a class of 24 with three to four adults watching them children playing with jump ropes wrapped around their necks should have been handled before it got to the point of them having broke Burns. No one knew anything about the giant knot on his head that I was concerned with and it was only then that I found out that they had apparently lost my son during the day sometime as one of them suggested it happened while he was out of their sight. They told me he had left the playground area via a gate. When I asked if those Gates weren't supposed to be locked while the children were out there they said that they were but that my son knew how to open them apparently. Which leads me to believe that they are not in fact locked as I was led to believe only latched. Even after all of this when I asked why there was no incident report for any of this they acted shocked and asked if I wanted one. Of course I replied that I did, so someone came down and wrote</p>					

up a report that simply stated when I arrived I noticed a bump on my child's head, said nothing about the rope burn or him being unsupervised for a portion of the day. I have called once and asked in person twice if the director was available to speak to and have been told each time that she was not but I could leave a message. My husband wanted me to file a police report for chuld neglect, but after watching my son all day he did not appear to have any signs of a concussion or ill effects from his injuries, so I am going this route. I'm removing my son from their care as I do not trust their ability to keep him or any child safe.

**Customer Name:** (b) (6)  
**Customer Phone:** (b) (6)

**Customer Email:**  
 (b) (6)

**Follow-Up Notes :** Forwarded to (b) (6) CDC Manager and (b) (6) Marine & Family Program Director to be handled offline. (b) (6) is in contact with the family in regards to this comment. Thanks (b) (6) This is serious. I will contact the family directly, as this is too sensitive of an issue to address via email. (b) (6)

**Follow-Up Manager:** (b) (6) !

**Type of Customer Contact:** In Person

**Date Follow-Up Entered:** 15 Mar 17

**Latest Follow-up Action:** Contacted Customer

**Date of last Follow-Up Action:** 15 Mar 17

17 Mar 17 01:05 AM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	17 Mar 17	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** I've already made a comment before and I'd prefer to remain anonymous because I don't want my child being singled out. I feel as though the teachers in C1 are absolutely amazing. My child comes home everyday talking about his/her teachers especially (b) (6) All good things. But ONCE AGAIN my child has come home explaining to the that one SPECIFIC child is hitting caregivers as well as other children. And the simple fact that this child is STILL allowed to attend everyday is ridiculous and I blame management. I blame the director for letting this continue. MY CHILD should be able to go to this daycare center and be safe but they're not. Because of this I will do what I have to do to ensure my child's safety.

**Follow-Up Notes :** Forwarded to (b) (6) CDC Manager for review.

**Follow-Up Manager:** (b) (6) !

**Date Follow-Up Entered:** 17 Mar 17

**Reason Contact Unsuccessful or Not Performed:**

**Latest Follow-up Action:** Forwarded to another manager

Contact information not available

**Date of last Follow-Up Action:** 17 Mar 17

06 Apr 17 11:19 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	Yes	No	11 Apr 17	<a href="#">Followup Details</a>
-----------------------------	---	-----	----	-----------	----------------------------------

**Comment:** my child gets to the CDC early in the morning because of my squadrons workload. I have to wake him up at 0430 if I want him to be able to eat before we get to the CDC since their first meal is at 0800 and refuse to give my child any food before the . I have asked multiple times now if there is anything I can do to help them improve this and they tell me that it's just the way things are.i refuse to believe that. I also took in a slip from my sons pediatrician stating to not give dairy to him until further test could be performed and he continued to receive dairy. He has also been coming home with multiple bug bites all over his hands and feet that have sent him to the hospital twice. Every time I bring this fact up to them the workers get defensive and tell me that they came from my house. I check him over every morning now because he doesn't get bitten at home on the weekends and I never see any in the mornings before we get to daycare. The communication between the office and staffs is poor. The ladies in the offices are also rude and won't listen to without having a rude comment back.

**Customer Name:** (b) (6)  
**Customer Phone:** (b) (6)

**Customer Email:**

(b) (6)

**Follow-Up Notes :** (b) (6) My apologies for the late notification, but direct contact was made with this parent yesterday. The bug bites occurred over a month ago and is no longer a issue, and the food concern has been resolved. Because the child is in the infant room where there is an individualized feeding schedule, there was no problem in providing a morning snack; however the mother was made aware that once her child transitions to Pre-Toddlers she would need to feed her child prior to drop off as our kitchen doesn't open during extended hours. The mother had not communicated her concerns with the Director or Assistant Director, but that too, has been rectified. R/ (b) (6)

**Follow-Up Manager:** (b) (6) !

**Type of Customer Contact:** In Person

**Date Follow-Up Entered:** 11 Apr 17

**Latest Follow-up Action:** Contacted Customer

**Date of last Follow-Up Action:** 11 Apr 17

04 May 17 02:04 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	Yes	No	08 May 17	<a href="#">Followup Details</a>
-----------------------------	---	-----	----	-----------	----------------------------------

**Comment:** My issue with this CDC is that the pre-school section is poorly managed. They have 22, 3 to 6 year olds in one class. My child is 3 years old and I am being told that the staff cannot manage a 3 year olds behavior. All of the behavior that is being reported to me is either, that of a 3 year old, or behavior that I nor my husband have ever seen in the home. There is clearly something going on at school that is provoking this type of behavior. I have had to sign multiple documents about the CDC's plan to manage my child's behavior and they are a constant failure because they are doing the same thing over and over thinking they are going to get different results. We are not the only parents with children in this class with complaints about behavior, yet I seem to be the only one being threatened with my child getting suspended for 30 days. I have spoken to the other

parents who have behavior "issues" with their children but I seem to be the only one attending meetings. Yet all of our children's behavior is the same. My husband and I are both active duty and don't have time to teach the child care center how to do their job. Please either make the classrooms smaller or teach the caregivers how to manage toddlers because to have to tell parents that your 3 YEAR OLD is bad enough for suspension is BEYOND ridiculous.

**Customer Name:** (b) (6)

**Customer Email:**

(b) (6)

**Follow-Up Notes :** Forwarded to CDC Manager, (b) (6) to handle offline. (b) (6) My Outlook is finally working and I have responded to this customer's concern. (b) (6) Family Care Branch Head Administrator, Child & Youth Programs Marine Corps Base Hawaii Phone: (808)257-7340 Fax: (808)257-8020

**Follow-Up Manager:** (b) (6) !

**Type of Customer Contact:** Email

**Date Follow-Up Entered:** 09 May 17

**Latest Follow-up Action:** Contacted Customer

**Date of last Follow-Up Action:** 08 May 17

19 May 17 05:53 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	22 May 17	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** The school had the worst communication to parents regarding the students needs and parent participation. You have no clue what the child does all day and when parents are supposed to be made aware of anything (such as preschool graduation) they aren't told. The only time a parent is clued in on anything is if there is a incident report. I am very disappointed in this schools communication with parents.

**Customer Name:** (b) (6)  
**Customer Phone:**

**Follow-Up Notes :** (b) (6) Thank you, I have reached out to the parent. The site has a monthly newsletter, which highlights special events. Copies of the newsletter are available for parents to pick up at the reception counter. The newsletter is posted in the classrooms and on the CYP web page. Special event flyers are also displayed in the classroom next to the sign in/out sheets. The Program has had numerous parents participate in special events, which were advertised from the aforementioned methods. (b) (6) Family Care Branch Head Administrator, Child & Youth Programs Marine Corps Base Hawaii Phone: (808)257-7340 Fax: (808)257-8020

**Follow-Up Manager:** (b) (6) !

**Date Follow-Up Entered:** 23 May 17

**Latest Follow-up Action:** Contacted Customer

**Date of last Follow-Up Action:** 22 May 17

25 May 17 02:39 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	Yes	No	30 May 17	Followup Details
-----------------------------	---	-----	----	-----------	------------------

**Comment:** On Tuesday, 23May we submitted our two weeks withdrawal notice to Laulima CDC. Every three years our family relocates so we are fairly use to this process, but not this time. This time we are not relocating, in fact we have not been on island for a year yet. This time we are leaving because we requested the additional child discount as per the base instruction. The instruction states that we may make a request for the additional child discount to the base Commanding Officer and they are the final approval. This did not happen for us, our request stopped at the MCBH Family Branch Heads of CYPs (b) (6) desk. She verbally informed me that the base CO had disapproved my request had been disapproved my request. I asked her where could I pick up the disapproval request/letter. She then repeated herself and stated that she was informing me that he had disapproved. I responded by saying "I understand he disapproved my request, however, normally that disapproval is done so in writing so where can I pick up the official disapproval request?" She stated that she would find out and get back to me. About two weeks later we received a denial letter from someone that was not the base CO, I inquired and her response was this is what I received. I am extremely disappointed at the way things happened and I'm convinced the base CO never saw my request and that some policies have in fact been violated. I am requesting a full investigation as to what happened and who is responsible and I'd like to request a meeting with the base CO regarding the treatment we have received. Please be advised that I can provide the supporting documentation to support my concerns. I'd like to go on the record and state that I have been extremely impressed with Laulima CDC Director (b) (6) as well as the B3 classroom lead (b) (6) and her staff. My issue is in no way with the CDC staff, they are amazing it's with the director of the program, who failed to follow proper procedures and protocols. So I will submit a separate comment for the CDC staff.

**Customer Name:** (b) (6)  
**Customer Phone:** (b) (6)

**Customer Email:**  
(b) (6)

**Follow-Up Notes :** Maam,I just called and left a voicemail on your phone. I am the Marine & Family Programs Director at MCB Hawaii. I received your ICE comment pertaining to disapproval of a multi-child discount for the Children and Youth Program. I would be happy to discuss this issue with you. Please call me at your earliest convenience. You indicated in your ICE comment that you did not receive a written response from the Installation Commanding Officer. The Commanding Officer does not personally respond to every request. If you were led to believe something other than that, then I apologize on behalf of CYP and M&FP. We will review the information contained in our policy to ensure it is clearly stated in terms of how the request will be handled. I was the individual who signed the disapproval of your request. As the Marine & Family Programs Director, I have the authority to make these decisions on behalf of the Commanding Officer. I regret that we were not able to approve your request for a multi-

child discount. Our operating costs are higher than a mainland program due to many factors, which include higher wages and higher cost of goods and services. Parent fees are required to cover the cost of care. Providing a discount solely based on multiple children in the program would have a direct negative impact on funding. You have the option of submitting a request for lower fees based on financial hardship. I also regret that you did not feel you were receiving an appropriate response from the CYP Administrator. I will discuss this matter with (b) (6). I was happy to hear that your experience with Laulima CDC has been positive. We are very lucky to have (b) (6) as the LCDC Director. She also has a great staff working for her. Again, please contact me at the number below if you would like to discuss this issue. Very respectfully, (b) (6)  
(b) (6) 808-257-8806

**Follow-Up Manager:** (b) (6) !

**Date Follow-Up Entered:** 30 May 17

**Latest Follow-up Action:** Contacted Customer

**Date of last Follow-Up Action:** 30 May 17

08 Sep 17 07:19 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	Yes	No	08 Sep 17	<a href="#">Followup Details</a>
-----------------------------	---	-----	----	-----------	----------------------------------

**Comment:** I am active duty and my wife is a full time employee, we submitted for child care on the 30th of June. Two and half months later no child care! This is heavily impacting our family care plan, when we visit resource and referral we are provided little to no information on timeframes and/or where we are located on the waiting list. We are essentially told that it hasn't moved in 5 months and that we can't be told where we are on the list. I am in need of more information than what is given, it's ridiculous to think that it is ok to keep parents out of the loop when it comes their availability to obtain child care on base. It actually seems like the order in which a child is selected is "secret" due to individuals controlling it on a "who you know" basis. I am sure this is not the case however, I do not understand why I cannot be told exactly where I stand on the waiting and approximately "ball park" how long I am going to have to wait. In addition, is there a process in place that enables the CDC to screen who are dual working families, vice part time, vice single working families. I would like to think that if there are requests from dual working families they would bump another family that is single working regardless of how long they have been attending the CDC. Any information would be greatly appreciated, I can no longer be in the dark on this.

**Customer Name:** (b) (6)

**Customer Email:**

**Customer Phone:**

(b) (6)

**Follow-Up Notes :** 9/08/2017 Sent to CDC Kulia (b) (6) for review & response by Tuesday, Sept 12. 9/11/2017: (b) (6) The below is being forwarded to (b) (6)

(b) (6) I have received your customer evaluation and hope to provide you with a thorough response and awareness on priority placement, the Military Child Care (MCC) waitlist process, and the Resource & Referrals (R&R) role in supporting both. In August

2015 the Department of Defense Instruction 6060.02 (Child Development & School Age Care Programs) was signed, outlining the priority placement for all child care eligibility categories. R&R adheres to the regulations outlined in the DoDI (6060.02) and verifies eligibility prior to placement. The MCC website is a global waitlist program, contracted through OSD, with Headquarters Marine Corps Child & Youth Programs oversight for Marine Corps Installations. Families are automatically assigned a priority level when registering on the website, with placement being offered according to the date of request, based on the priority placement as outlined in the DoDI (6060.02). R&R does not pick and choose who will be placed. The MCC website provides families with a projected date of placement, however, R&R is unable to confirm that placement will occur at the projected date provided, due to several factors. When families are offered a child care space, it is their space until disenrollment. Resource & Referral has no advance knowledge of when service members will PCS or when they may resign their child care space. Nor does R&R have advance knowledge of who is getting on the waiting list, when they are getting on the list, or their priority. This information changes by the moment and heavily impacts placement on the list. Because of these flux rating factors, an individual could be number 10 on the waiting list, with a 30 day projected placement, but if someone with a higher priority signs up for care, that individual's placement on the list, along with the projected date of placement, would change. Therefore to minimize frustrations and to provide transparency, we do not confirm something that we have no control over, but strive to explain this process to families. R/(b) (6) Family Care Branch Head

**Follow-Up Manager:** (b) (6)

**Date Follow-Up Entered:** 11 Sep 17

**Latest Follow-up Action:** Forwarded to another manager

**Type of Customer Contact:**

Combination (ex: email and telephone)

**Date of last Follow-Up Action:** 08 Sep 17

10 Sep 17 03:13 AM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	11 Sep 17	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** First of all, I am writing this as an employee of Kupulau CDC. I know this is intended for customers but I don't know how else to file my complaint. I believe the director of the CDC, (b) (6) is incompetent and she shows favoritism on a regular basis. I have seen employees put on the schedule as a closer even though they are a primary caregiver, while others, who (b) (6) seems to favor never have the "extended" shift. Also, I have seen the same primary caregiver assigned new employees to train, only to have them removed and placed in another room. Also, I have witnessed (b) (6) perform inaccurate performance observation of employees to include myself. Also I Have witnessed employees miss mandatory breaks because They are forgotten about by the management. I have seen several quality caregivers quit because they can't work for (b) (6) anymore. I don't like to complain but there is a lot more I could say and I

guarantee if someone were to peel the onion that is Kupulau, they would find a mess because of the management.

**Follow-Up Notes :** Auto-Completed. 9/11/2017: Referred to MCCC Human Resources (b) (6)

**Follow-Up Manager:** (b) (6)

**Type of Customer Contact:** Other

**Date Follow-Up Entered:** 11 Sep 17

**Reason Contact Unsuccessful or Not Performed:**

**Latest Follow-up Action:** Forwarded to another manager

Contact information not available

**Date of last Follow-Up Action:** 11 Sep 17

03 Nov 17 03:21 AM CT	<a href="#">MCCC - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	03 Nov 17	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** My husband and I make it a point to make sure we pick up our nervous child BEFORE the extended care hours which are from 6-7. My child is nervous around new people and those who aren't her regular daily caregivers. However, many times one of us has picked up our child BEFORE 6pm and seen her in the extended care classroom with a new care giver . We have picked her up as early at 5:15,5:30 and found her in the new classroom and new environment. We make it a point to pick up our child before this time and it is becoming very frustrating to found our child in the extended care environment WITHOUT it being the extended care times. Especially when we go to such efforts to avoid this.

**Follow-Up Notes :** 11/3/2017 Forwarded to (b) (6) KCDC manager, for review.

**Follow-Up Manager:** (b) (6)

**Date Follow-Up Entered:** 03 Nov 17

**Latest Follow-up Action:** Forwarded to another manager

**Date of last Follow-Up Action:** 03 Nov 17

03 Nov 17 11:34 PM CT	<a href="#">MCCC - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	06 Nov 17	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** Management is so unprofessional and unorganized They don't give two weeks notice of employee scheduling Staff employee uniforms are very worn out and faded. Very unexceptable. Staff should be able to get new shirts every year..

**Follow-Up Notes :** 11/6/2017 Forwarded to (b) (6) KCDC manager, for review.

**Follow-Up Manager:** (b) (6)

**Date Follow-Up Entered:** 06 Nov 17

**Latest Follow-up Action:** Forwarded to another manager

**Date of last Follow-Up Action:** 06 Nov 17

11 Dec 17 01:20 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	11 Dec 17	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** Good morning I am writing to make a complaint. Yours is an organization of very good repute. It is known for great service, but recently, I came across disappointment with one of your employees I am writing to let you know how unhappy I am with one of your staff member that is very RUDE and VERY UNPROFESSIONAL. I know that this will just get sweep under the rug as always. But as least you know. As I am not sure who reads these reports. For instance I was at the center, your staff (b) (6) (b) (6) was talking to another staff member, I ask if I can ask her a few question about an issue I was having. However she went on to say "I'm talking right now I will get to in a minute". Her tone was uncalled for. After she finish gossip to the staff member as she was talking about management and how they are not organize and unfit to run the center. She finally had time, at that time I didn't want to talk to her about anything, I let her know as I am a parent I bring my child to the center every and pay my fees on time if I have a question to ask you, you should be able to answer me or at least be professional. She went on to say "well how I can help you then" in a tone that very condescending. I am a very educated woman After that incident I decide to wait as I was too livid to talk to anyone about anything. I came back and who was the only so called management on duty the same (b) (6) ??? I told her that I need to talk to her about an incident that happen with my child when she was in the room. She stated "well I don't know what you are talking about" in a very rude tone, also stated that she was not in the room with my child when I saw her in the room. This was lie # one I caught her in, my child have been coming to this center for over a year and never had I had so much issues until she came on board to your center. I work with DCF and if I file a formal complaint you center will be in some trouble, I am also taking my child out his center as if your staff cant not respect me enough to sit and talk it will make no sense for me to continue to have my child that am I am uncomfortable. This is not the only time she also talks negative about other staff member to my friends, I have come to realize that she is a woman that like drama and plays the innocent victim. I know you are short staff but honestly short staff is better than having her in your center. I choose to remain anonymous as I don't want my child to be a target. As she already stated she can't stand my child and why don't I take her out. I am very hurt about this and if I don't not see a change I will be reporting her to DCF.

**Follow-Up Notes :** 12/11/2017: Forward ICE Comment to (b) (6) KCDC Family Care Branch Director, to review. NOTE: (b) (6) out of office thru Jan 2nd, sent to (b) (6) (b) (6)

**Follow-Up Manager:** (b) (6) **Type of Customer Contact:** Other  
**Date Follow-Up Entered:** 11 Dec 17 **Reason Contact Unsuccessful or Not Performed:**  
**Latest Follow-up Action:** Forwarded to another manager **Contact information not available**  
**Date of last Follow-Up Action:** 11 Dec 17

30 Dec 17 11:38 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	02 Jan 18	<a href="#">Followup Details</a>
<p><b>Comment:</b> We are incredibly disappointed with the decision to cut the Preschool programs from the CDC. My child had been going there for the last year and a half. We are incredibly upset that the decision to cut the program was made with a 2 week notice over the holiday and gave parents no time to find a new preschool for their children. We are now on waitlists for preschools and probably won't be accepted into any before the year is over and my child starts kindergarten next year. This is a huge inconvenience to everyone. the better option would have been to cancel the programs once the school year had ended so kids wouldn't go without schooling and parents wouldn't go without childcare options for their children.</p> <p><b>Follow-Up Notes :</b> 01/02/2018: Forward ICE Comment to (b) (6) Family Care Manager/Director to review.</p> <p><b>Follow-Up Manager:</b> (b) (6)      <b>Type of Customer Contact:</b> Other  <b>Date Follow-Up Entered:</b> 02 Jan 18      <b>Reason Contact Unsuccessful or Not Performed:</b>  <b>Latest Follow-up Action:</b> Forwarded to another manager      Contact information not available  <b>Date of last Follow-Up Action:</b> 02 Jan 18</p>					
02 Jan 18 03:04 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	Yes	No	02 Jan 18	<a href="#">Followup Details</a>
<p><b>Comment:</b> My son has been on the CDC waitlist for about a year now. I have called several times and every time I call and speak to some one they are rude and act like it's an inconvenience to them. I have to keep asking and askin and no one gives me any information. This is huge problem and is dramatically effecting our family as I am having trouble finding care for my child which severely impacts my ability to work. It's a huge problem as my husband is gone and will also be gone most of next year. We cannot afford for this to continue. No one has been of any help.</p> <p><b>Customer Name:</b> (b) (6)      <b>Customer Email:</b> (b) (6)  <b>Customer Phone:</b> (b) (6)</p> <p><b>Follow-Up Notes :</b> 01/02/2018: Forward ICE Comment to (b) (6) Family Care Branch Director to review &amp; respond by Thursday, January 4. 01/04/2018: (b) (6) I have tried called this person but, there is no answer. I have also provided an email with my contact number to address her concern, as it can't be completely addressed via email. R/ (b) (6)</p> <p><b>Follow-Up Manager:</b> (b) (6)      <b>Type of Customer Contact:</b> Combination (ex: email and telephone)  <b>Date Follow-Up Entered:</b> 08 Jan 18  <b>Latest Follow-up Action:</b> Forwarded to another manager</p>					

Date of last Follow-Up Action: 02 Jan 18					
18 Jan 18 12:20 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	18 Jan 18	<a href="#">Followup Details</a>
<p><b>Comment:</b> I believe that Kupulau CDC management staff (b) (6) need to be trained on attitude towards parents. I've never met a more immature bunch of people in my life. The way they act is absolutely appalling especially (b) (6). Extremely disappointed. I will be scheduling a meeting with (b) (6) to sort this out. I can only imagine how they treat their staff. I get they're low staffed which I understand is stressful but that doesn't give anyone the right to be disrespectful in anyway.</p> <p><b>Follow-Up Notes :</b> 01/18/2018: Forward ICE Comment to (b) (6) Family Care Branch Director to review. Did not request response, no contact information.</p> <p><b>Follow-Up Manager:</b> (b) (6)</p> <p><b>Date Follow-Up Entered:</b> 18 Jan 18      <b>Reason Contact Unsuccessful or Not Performed:</b> Contact information not available</p> <p><b>Latest Follow-up Action:</b> Forwarded to another manager      <b>Date of last Follow-Up Action:</b> 18 Jan 18</p>					
12 Feb 18 07:55 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	Yes	No	12 Feb 18	<a href="#">Followup Details</a>
<p><b>Comment:</b> I have enough of the very unprofessional treatment dealing with (b) (6) at the CDC. I feel as I have been continuously been targeted for unfair treatment for the last couple of months of my employment time onboard the staff. I have since transferred from the center effective (b) (6) and I have received reports from current employers that I have been accused of tampering with the building camera system by members working at the front desk. The gossip that is still being done concerning my name up to this date by the Head of the center is completely unprofessional. W2's have been given out to current employees for some time now by the middle of January. I called back to Hawaii numerous times on the status of my W2 and last pay check which has yet not been received . My forwarding address was provided to the center way before my departure the (b) (6) and point of contacts of myself and my husband. I was unprofessional threatened by (b) (6) if I did not turn all my work shirts back in before my last day that she was going to hold my pay check; this is being said that my husband had brought the shirts back in that same day washed and inside of a bag. As of today the 12th of February I find out from (b) (6) that my W2 has still been sitting on (b) (6) desk with no action taken. This treatment is totally unprofessional and no one should be treated as such even more coming from leadership. Professional conduct should always be upheld to the highest standards from all employees even more so from leadership positions which is trickled down to through the chain of command if the head of the Chain conducts themselves as such what happens to</p>					

the rest of the environment? I would like to know the reason of why my W2 has yet been mailed out when I have called numerous times inquiring about the status of my W2 and last pay check? I as everyone else do have obligations to pay bills and provide for my family and to file my taxes in a timely manner without getting penalized by the IRS due to the tardiness of someone's actions. For the time being of me being employed by the center I gave my blood sweat and tears for the company to provide "OUTSTANDING" customer service to up hold the CORE values to ensure that everyone was treated fairly and left satisfied.

**Customer Name:** (b) (6)  
**Customer Phone:** (b) (6)

**Customer Email:**  
(b) (6)

**Follow-Up Notes :** 2/12/2018: Forward ICE Comment from an employee from KCDC to (b) (6) Family Care Branch Manager to review & respond to "off line". Close out of ICE System.

**Follow-Up Manager:** (b) (6)  
**Date Follow-Up Entered:** 12 Feb 18  
**Latest Follow-up Action:** Forwarded to another manager

**Type of Customer Contact:**  
Combination (ex: email and telephone)  
**Reason Contact Unsuccessful or Not Performed:** Other  
**Date of last Follow-Up Action:** 12 Feb 18

06 Mar 18 04:33 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	Yes	No	06 Mar 18	<a href="#">Followup Details</a>
-----------------------------	---	-----	----	-----------	----------------------------------

**Comment:** We have been waiting for approximately 4 or 5 months on child care at the CDC's. The lack of workers and available spots is ridiculous. We are having to rely on multiple baby sitters in order for both myself and my staff to be able to work and quite often we are having to either miss work or take time off due to not having child care. Something needs to be done about this and soon. Is there a way to reach out to other CDC's that are on this island to see about the feasibility of bringing in other workers? I understand that there is a background check that needs to happen ad that takes time, but there should be a way to speed up the process.

**Customer Name:** (b) (6)  
**Customer Phone:** (b) (6)

**Customer Email:**  
(b) (6)

**Follow-Up Notes :** 3/06/2018: Forward ICE Comment to (b) (6) Family Care Branch Director to review & respond by Thursday, March 8.3/07/2018: (b) (6) I have phoned (b) (6) and will follow up with an email. Based on the topic, I wanted to be able to share info, as well as, answer his questions. R/ (b) (6)

**Follow-Up Manager:** (b) (6)  
**Date Follow-Up Entered:** 07 Mar 18

**Type of Customer Contact:**  
Combination (ex: email and telephone)

<b>Latest Follow-up Action:</b> Forwarded to another manager					
				<b>Date of last Follow-Up Action:</b> 06 Mar 18	
25 Sep 18 04:14 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	25 Sep 18	Followup Details
<p><b>Comment:</b> Front desk staff has no customer service skills. If she is the first point of contact, she is not representing the facility, her job, and her superiors very well. The perception is that she is lazy and cares very little about the children in the facility's care. CDC already has a bad reputation of caregivers constantly quitting and not having a structured/development-based environment. I hope someone finds this message helpful and address the issue(s). Thank you.</p> <p><b>Follow-Up Notes :</b> 9/25/2018: Forward ICE Comment to (b) (6) Family Care Branch Director to review the customer comment.</p> <p><b>Follow-Up Manager:</b> (b) (6)</p> <p><b>Date Follow-Up Entered:</b> 25 Sep 18      <b>Reason Contact Unsuccessful or Not Performed:</b> Contact information not available</p> <p><b>Latest Follow-up Action:</b> Forwarded to another manager      <b>Date of last Follow-Up Action:</b> 25 Sep 18</p>					
17 Jan 19 01:47 AM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	31 Jan 19	Followup Details
<p><b>Comment:</b> (b) (6) does not care about their staff! When we need to talk to them it always seems like we're bother them or it's a big deal that we have to talk to them about something! This is why people leave this job, i would never recommend working here to anyone!</p> <p><b>Follow-Up Notes :</b> Auto-Completed</p> <p><b>Follow-Up Manager:</b> (b) (6)</p> <p><b>Date Follow-Up Entered:</b> 31 Jan 19      <b>Reason Contact Unsuccessful or Not Performed:</b> Contact information not available</p> <p><b>Date of last Follow-Up Action:</b> 31 Jan 19</p>					
17 Jan 19 01:57 AM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	31 Jan 19	Followup Details
<p><b>Comment:</b> The Kupulau management is the worst i ever seen! This is why everyone leaves this job, they are not welcoming, they always are in a bad mood, it's hard to talk to them, they are never on the same page about anything, their communication is</p>					

horrible. I can go on and on about them. I feel sorry for everyone that is still working there.

**Follow-Up Notes :** Auto-Completed

**Follow-Up Manager:** (b) (6)

(b) (6)

**Reason Contact Unsuccessful or Not Performed:** Contact information not available

**Date Follow-Up Entered:** 31 Jan 19

**Date of last Follow-Up Action:** 31 Jan 19

09 Apr 19 03:31 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	09 Apr 19	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** This comment is for LAULIMA CDC not Kupulau. I am disappointed in the service I am getting from Laulima. I have gone to management multiple times about my child being bit by other children in the center. I do understand that biting as part of childhood development in that it is to be expected. However, my child is being bit an alarming amount of times. I have asked management to come up with solutions that would help prevent my child from being bit however nothing they are doing has helped because it has only continued. I have asked to put a shadow in the room for the child that is biting and they have not done so. I have talked directly to the teachers in the classroom who have only told me that they are not allowed to speak with other new teachers that enter the room about who the child is that is biting which only tells me that teachers are not being prepared for the possibility of a biting incident to happen. At the end of the day I just want my child to be safe and happy as well as other children at the daycare. I hope that something is done about this soon. Thank you.

**Follow-Up Notes :** Forwarded to (b) (6) Family Care Branch Director, for review.

**Follow-Up Manager:** (b) (6)

(b) (6)

**Type of Customer Contact:** Other

**Reason Contact Unsuccessful or Not Performed:**

Contact information not available

**Date Follow-Up Entered:** 09 Apr 19

**Date of last Follow-Up Action:** 09 Apr 19

**Latest Follow-up Action:** Forwarded to another manager

01 May 19 01:17 AM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	01 May 19	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** (b) (6) needs to work on being approachable. (b) (6)'s body language is always in a bad mood and you don't know when it's the right time to talk to her. She has her favorite staff members and it's not fair to other ones that are on the other side of it.

**Follow-Up Notes :** 01 MAY 2019; Forwarded to (b) (6) Family Care Branch Director, for review.

**Follow-Up Manager:** (b) (6)

**Type of Customer Contact:** Other

(b) (6)

**Reason Contact Unsuccessful or Not Performed:**

**Date Follow-Up Entered:** 01 May 19

Contact information not available

**Latest Follow-up Action:** Forwarded to another manager

**Date of last Follow-Up Action:** 01 May 19

18 Jun 19 04:48 PM CT	<a href="#">MCCS - Child Development Center (KCDC) (Kaneohe Bay, Bldg 6111)</a>	No	No	18 Jun 19	<a href="#">Followup Details</a>
-----------------------------	---	----	----	-----------	----------------------------------

**Comment:** THIS IS THE SECOND TIME I'VE RECIEVED A PHONE CALL FROM (b) (6) AT THE FRONT DESK) CALLING TO TELL ME MY CHILD WAS EITHER INVOLVED IN AN INCIDENT OR IS ILL. I HAVE A VOICE MESSAGE WITH HER TELLING ME HOW MY DAUGHTER IS " BLEEDING OUT" FROM BITING HER LIP BUT SHES OK. OR SHE CALLED ME TO TELL ME MY DAUGHTER "PASSED OUT" ON THE PLAY GROUND BECAUSE SHE WAS TOO SICK TO PLAY. PLEASEEEE HOLD TRAINING ON PHONE ETIQUEE!! I CAN NOT EXPRESS TO YOU THE FEELING I HAVE RECIEVING A CALL THAT MY DAUGTHER IS BLEEDING OUT FROM HER LIP OR PASSED OUT ON THE PLAY GROUND. THIS IS STARTLING AND PUTS ME IN A PANIC!

**Customer Name:** (b) (6)

**Customer Email:**

(b) (6)

**Follow-Up Notes :** 6/18/2019; Forwarded to (b) (6) for review.

**Follow-Up Manager:** (b) (6)

**Type of Customer Contact:** Other

**Date Follow-Up Entered:** 18 Jun 19

**Reason Contact Unsuccessful or Not**

**Latest Follow-up Action:** Forwarded to another manager

**Performed:** Other

**Date of last Follow-Up Action:** 18 Jun 19

[Close Window](#)